

**Accessing Military Health Care in Hawaii  
2002 Comprehensive Report:**

**A Comparative Analysis of the 1999 and  
2001 Surveys**

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## **Accessing Military Health Care in Hawaii 2002 Comprehensive Report: A Comparative Analysis of the 1999 and 2001 surveys**

### **Background**

During a Catchment Area Executive Committee (CAEC) meeting in early 1999, the issue of inappropriate use of the Tripler Army Medical Center (TAMC) Emergency Room (ER) was raised by the Chief of TAMC Family Practice Clinic. Discussion ensued focusing on the types of patients presenting to the TAMC ER for non-emergent care and resulting situations (e.g. long wait times, unhappy patients, overworked staff, etc.). Upon CAEC's recommendation a Process Action Team (PAT) was formed to focus on this issue, report findings to the CAEC, and recommend appropriate actions. The PAT was co-facilitated/chaired by TRICARE Pacific Lead Agency (TPLA) and Queen's Health Care Plan (QHCP).

In 1999 the PAT/Kina'ole team (to be referred to as "the Team") developed the "*Access to Military Care in Hawaii Survey*" to collect baseline data from which action steps would be developed. Clinic staff in various clinical areas administered surveys during a two-week collection period (see Table 1). The purpose of the questionnaire was to help the military learn how to better meet the medical needs of its' population.

In December of 2000, the CAEC reinitiated the Team to re-administer the survey for comparison to the 1999 baseline survey. The Team revised the 1999 survey by deleting, re-wording or adding questions. The "*Accessing Military Health Care in Hawaii 2001 Survey*," was developed to meet similar objectives of the 1999 survey. It was also administered over two-week period by clinic staff at several clinic locations (see Table 2).

Chapter 1 highlights selected identical and comparable questions from the 1999 and 2001 surveys with an additional section that focuses on ER usage. Chapter 2, the comprehensive report, summarizes the comparison of the 1999 and 2001 surveys.

The acronym AMHC is used interchangeably throughout this report to describe "Access to Military Health Care" and "Accessing Military Health Care."

### **Methods**

Health care utilization data are provided for 17 medical clinics surveyed in 1999 and 16 medical clinics surveyed in 2001 via administration of the respective surveys noted above. The data from the questionnaires were analyzed with respect to year, Military Treatment Facility (MTF) and comparable questions on the 1999 and 2001 surveys.

The survey locations (clinics) are categorized into five Military Treatment Facility categories: (1) Barbers Point and Makalapa (2) Hickam (3) Kaneohe (4) Schofield and (5) TAMC. Table 1 denotes the clinic and MTF category.

**Table 1. Survey location with respect to MTF category and survey year.**

<b>SURVEY YEAR</b>	<b>FACILITY</b>	<b>SURVEY LOCATION (S)</b>
<b>1999</b>	Barbers Point and Makalapa	Naval Branch Medical Clinic, Makalapa
		Naval Branch Medical Clinic, Barbers Point
	Hickam	15 <sup>th</sup> Medical Group, Hickam AFB-Pediatrics
		15 <sup>th</sup> Medical Group, Hickam AFB-Primary Care
	Kaneohe	Naval Branch Medical Clinic, Kaneohe
	Schofield	US Army Health Clinic, Schofield Barracks-Acute Care Clinic
		US Army Health Clinic, Schofield Barracks-Aviation Clinic
		US Army Health Clinic, Schofield Barracks-Family Practice
		US Army Health Clinic, Schofield Barracks-Troop Medical Clinic
	TAMC	Tripler Army Medical Center-Adolescent Clinic
		Tripler Army Medical Center-Adult Medicine
		Tripler Army Medical Center-ER
		Tripler Army Medical Center-EFMP Clinic
		Tripler Army Medical Center-Family Practice
		Tripler Army Medical Center-Pediatrics
		Tripler Army Medical Center- OB/GYN
		Tripler Army Medical Center-Wells Baby Clinic

**Table 2. Survey location with respect to MTF category and survey year.**

<b>SURVEY YEAR</b>	<b>FACILITY</b>	<b>SURVEY LOCATION (S)</b>
<b>2001</b>	Barbers Point and Makalapa	Naval Branch Medical Clinic-Barbers Point
		Naval Branch Medical Clinic-Makalapa Acute Care Clinic
		Naval Branch Medical Clinic-Makalapa Family Practice
		Naval Branch Medical Clinic-Makalapa Pediatrics
		Naval Branch Medical Clinic-Makalapa Primary Care
	Hickam	15 <sup>th</sup> Medical Group, Hickam AFB Family Practice
		15 <sup>th</sup> Medical Group, Hickam AFB Flight Surgeon
		15 <sup>th</sup> Medical Group, Hickam AFB Pediatrics
	Kaneohe	Naval Branch Medical Clinic-Kaneohe Family Practice
	Schofield	US Army Health Clinic, Schofield Barracks Acute Care Clinic
		US Army Health Clinic, Schofield Barracks Family Practice
	TAMC	Tripler Army Medical Center-Adult Medicine
		Tripler Army Medical Center- Acute Care Clinic
		Tripler Army Medical Center-Pediatrics
		Tripler Army Medical Center-Family Practice
		Tripler Army Medical Center-OB/GYN

## Access to Military Health Care in Hawaii (1999 Survey)

# Aloha!

The purpose of this questionnaire is to help us learn how to better meet your medical needs. Your responses will be kept anonymous and confidential. The approximate time to complete this questionnaire is 5 minutes. Upon completion of this questionnaire, please return it to the front desk. Mahalo!

Date: \_\_\_\_\_

Time: \_\_\_\_\_

1. Gender (please circle):            Male     Female
2. Status (please circle): Active Duty Service Member                Active Duty Family Member                Retiree
3. Do you know what the Health Care Information Line (HCIL) is?    Yes     No
4. Have you ever used the Health Care Information Line?    Yes     No
- 4a. If yes, how many times have you used it within the past 12 months? \_\_\_\_\_
- 4b. If no, what is your primary reason for not using HCIL? (Please circle one response only)
- a. Did not know about HCIL
- b. Did not have the phone number or materials
- c. I have not had a need for medical advice
- d. Other: \_\_\_\_\_
5. If you are enrolled in Prime, you are assigned or have selected a Primary Care Manager (PCM). A PCM is a doctor, nurse practitioner or physician assistant who coordinates your primary care needs. Each time you need care, you may contact your PCM and your PCM will either provide the care for you or refer you to a specialist. If you are not enrolled in Prime, please skip to question number 6.
- 5a. Who is your PCM? (Please circle one response only)
- a. A doctor
- b. A nurse practitioner
- c. A physician assistant
- d. A team of health care providers
- e. Independent Duty Corpsman
- f. Not applicable, I do not have a PCM
- g. I don't know who my PCM is
- h. Other: \_\_\_\_\_
- 5b. Where is your PCM located? (e.g. Tripler-Family Practice, Makalapa, Hickam, civilian, etc.)  
\_\_\_\_\_
- 5c. How easy or difficult is it to contact your PCM?
- a. Very easy
- b. Somewhat easy
- c. Somewhat difficult
- d. Very difficult

5d. What problems, if any, have you had with accessing your PCM? \_\_\_\_\_

5e. Does your clinic offer appointments after normal duty hours (after-hours care)?  
Yes No Don't Know

(If No or Don't Know, go directly to question 6)

5f. If yes, have you ever received after-hours care at this clinic? Yes No

6. Do you have a self-care book (i.e. Healthwise Handbook, Taking Care of Yourself, etc.)? Yes No  
(See the person at the front desk to see how you can receive a self-care book if you do not have one.)

6a. Have you ever used a self-care book? Yes No

6b. If you have used the self-care book, how helpful was it?

- a. Extremely helpful
- b. Very helpful
- c. Moderately helpful
- d. Slightly helpful
- e. Not at all helpful

6c. Have you attended a self-care class or an over-the-counter medicine class in Hawaii? Yes No  
If yes, where was the class held: \_\_\_\_\_

7. In a situation when you needed to access medical services in Hawaii, what have you tried or used?  
(Please circle **all** that apply)

**During Regular Clinic Hours**

- a. Call my PCM/Clinic for advice
- b. Call for an appointment
- c. Call the HCIL
- d. Refer to a self-care book
- e. Go to the Emergency Room
- f. Urgent Care Clinic/Acute Care Clinic
- g. Other: \_\_\_\_\_

**After Hours/Weekends**

- a. Call my PCM/Clinic for advice
- b. Call for an appointment
- c. Call the HCIL
- d. Refer to a self-care book
- e. Go to the Emergency Room
- f. Urgent Care Clinic/Acute Care Clinic
- g. Other: \_\_\_\_\_

7a. Of the choices you circled above, which one worked the best for you?

During Regular Clinic Hours: \_\_\_\_\_  
After Hours/Weekends: \_\_\_\_\_

8. If you have used an emergency room (ER), urgent care clinic (UCC) or acute care clinic (ACC) in Hawaii within the past 12 months, please circle all that apply:

- a. Not applicable, I have not used an ER, UCC or ACC
- b. There was no other option
- c. It was convenient
- d. I didn't want to wait for an appointment
- e. I didn't know if my situation was an emergency or non-emergency
- f. Because I had a condition that threatened my life, limb or eyesight
- g. Other: \_\_\_\_\_

9. What is most important to you?

For Acute Care:      a.      Seeing the same provider for all my acute, medical care  
                                 b.      Seeing any provider in the first available appointment slot  
                                 c.      No preference

For Routine Care:    a.      Seeing the same provider for all my routine, medical care  
                                 b.      Seeing any provider in the first available appointment slot  
                                 c.      No preference

10. How could we better meet your medical needs? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

11.      Comments:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Mahalo for taking the time to complete this questionnaire!



## Accessing Military Health Care in Hawaii (2001 Survey)

Aloha!

The purpose of this questionnaire is to help us learn how to better meet your medical needs. Your responses will be kept anonymous and confidential. The approximate time to complete this questionnaire is 5 minutes. Upon completion of this questionnaire, please return it to the front desk. Mahalo!

Date: \_\_\_\_\_ Time: \_\_\_\_\_

1. Gender (*please circle*):      **Male**      **Female**
2. Status: **Active Duty Service Member**      **Active Duty Family Member**      **Retiree/Family Member**
- 3a. Have you ever used the Health Care Information Line (HCIL)?      **Yes**      **No**
- 3b. If yes, how many times have you used it within the past 12 months? \_\_\_\_\_
- 3c. If no, what is your primary reason for not using HCIL? (*Please circle one response only*)  
**a. Did not know about HCIL**      **b. Did not have the phone number or materials**  
**c. I have not needed medical advice**      **d. Other:** \_\_\_\_\_
- 4a. Do you have a self-care book (i.e. Healthwise, Taking Care of Yourself, etc.)?      **Yes**      **No**
- 4b. Have you ever used a self-care book?      **Yes**      **No**
- 4c. If you have used the self-care book, how helpful was it?  
**a. Extremely helpful**      **c. Very helpful**  
**d. Moderately helpful**      **e. Slightly helpful**  
**f. Not at all helpful**
- 4d. Have you attended a self-care class or an over-the-counter medicine class here?      **Yes**      **No**  
If yes, where was the class held: \_\_\_\_\_
- 5a. Do you know who your Primary Care Manager (PCM) is?      **Yes**      **No**
- 5b. If you have tried to contact your PCM team (nurse or doctor) for medical advice, how easy or difficult was it?  
**a. Very easy**      **b. Somewhat easy**  
**c. Somewhat difficult**      **d. Very difficult**  
**e. Never tried to contact my PCM team**
- 5c. If the contact was difficult—please explain why? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 6a. How easy or difficult is it for you to make medical appointments?  
**a. Very easy**      **b. Somewhat easy**  
**c. Somewhat difficult**      **d. Very difficult**  
**e. Never tried to make an appointment**
- 6b. If the contact was difficult—please explain why? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## **Chapter 1: Accessing Military Health Care in Hawaii: 1999-2001 MTF-Level Comparative Analysis Highlights**

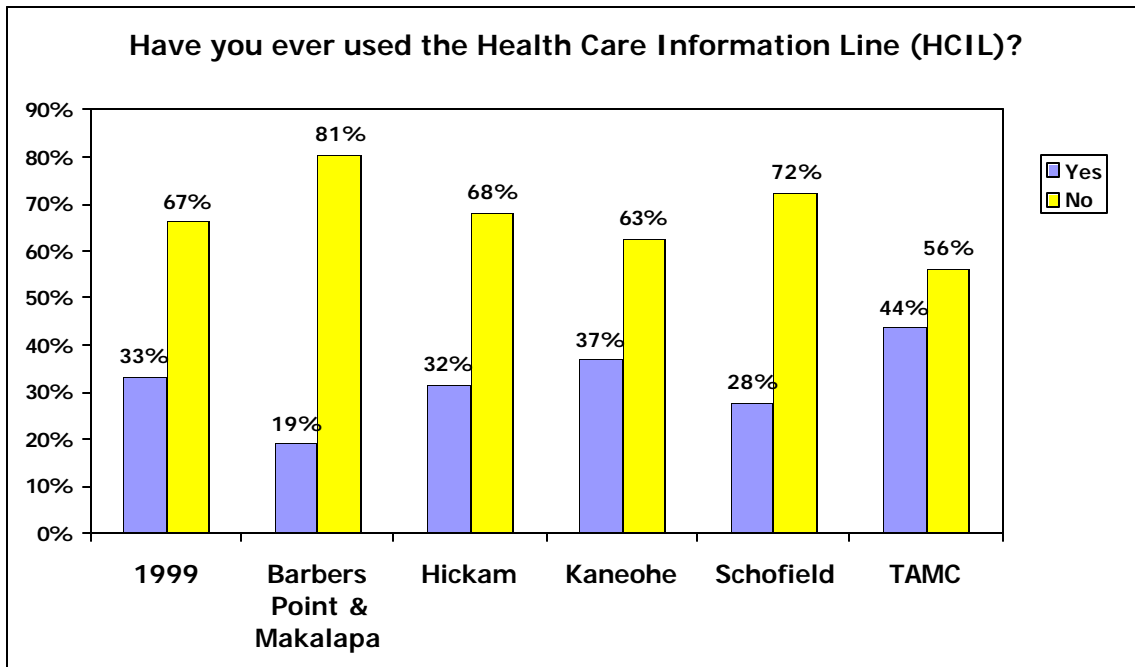
**Note:** This chapter presents selected identical or comparable questions from the 1999 and 2001 surveys. It includes an additional section focusing on ER usage.

## AMHC in Hawaii: 1999-2001 MTF-Level Comparison Results

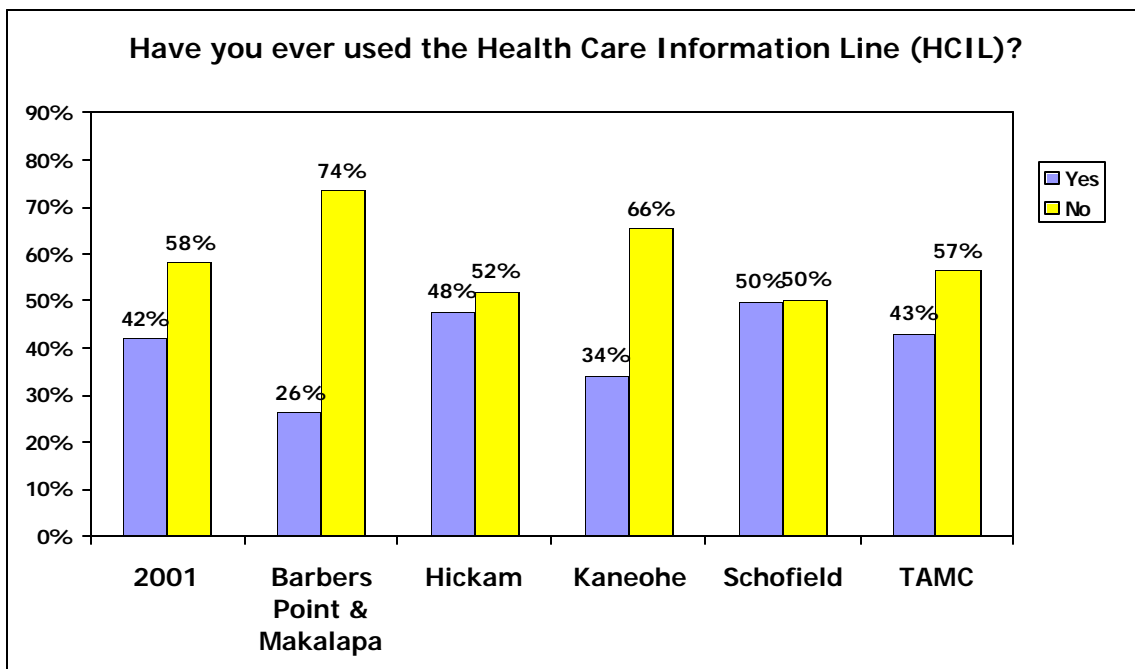
This section reports the comparative analysis of identical or similar content questions found on both the *Access to Military Health Care in Hawaii 1999 Survey* and the *Accessing Military Health Care in Hawaii 2001 Survey*. It reports the 1999-2001 MTF-level comparison results.

To ease graph congestion caused by response multiplicity some questions have been divided into several graphs and responses have been grouped or omitted. If a question is divided, it is necessary to add all the responses of a particular question for a total of 100%. However, in cases where responses have been omitted the total percentage will not add up to 100%. In addition, due to the rounding format of excel some percentage totals may only add up to 99% even when responses have not been omitted.

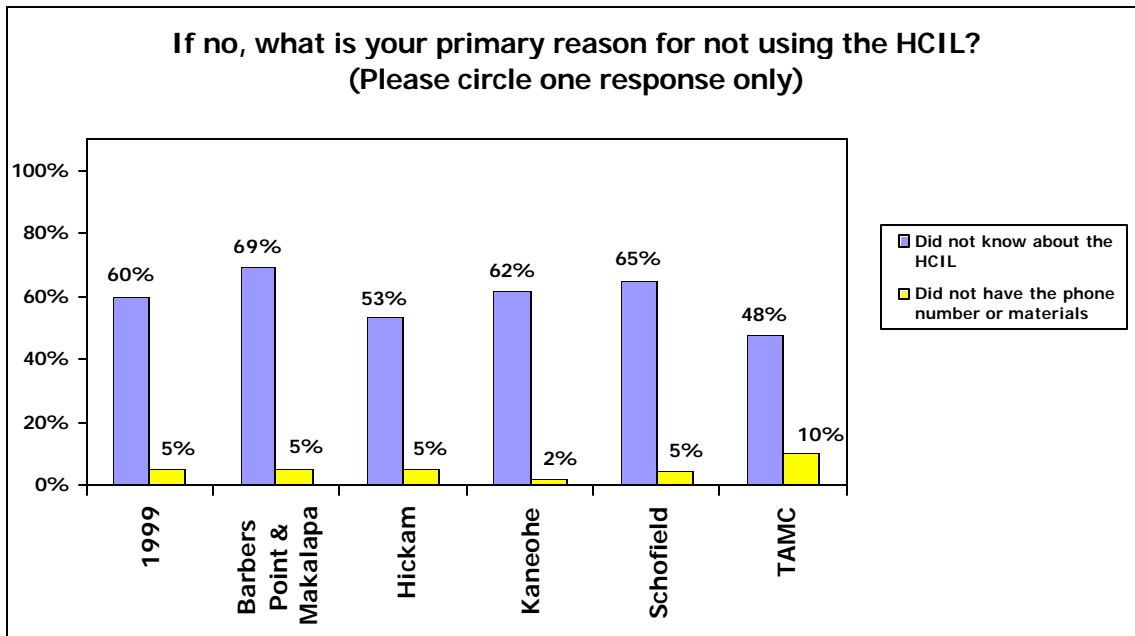
**Note:** If a question has been divided or responses were omitted or grouped it is noted in the caption.



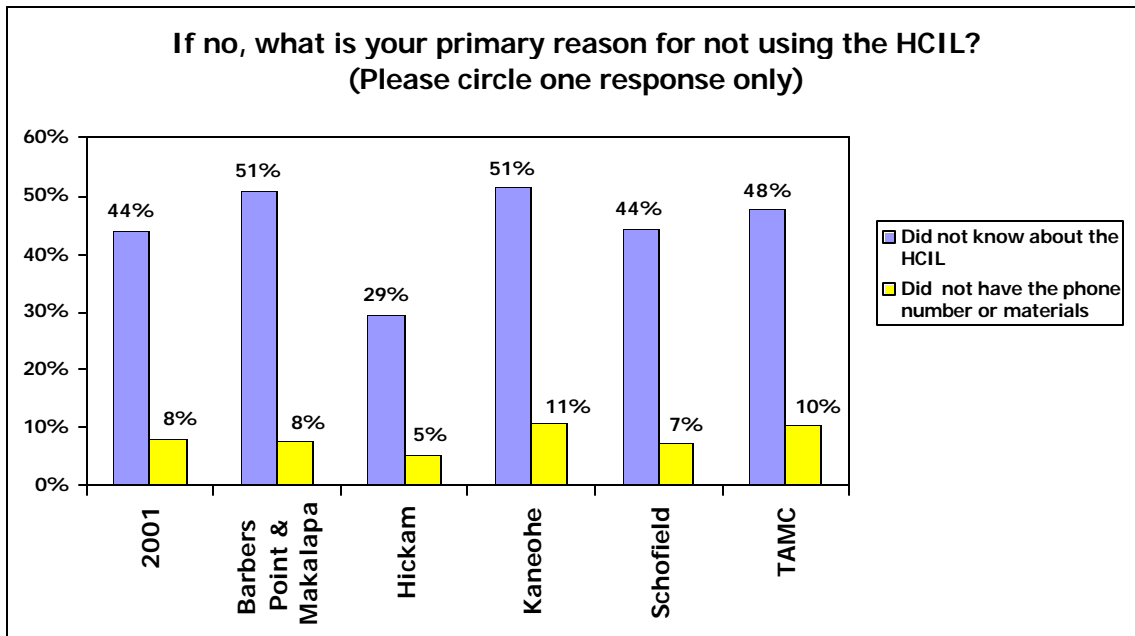
**Figure 1**



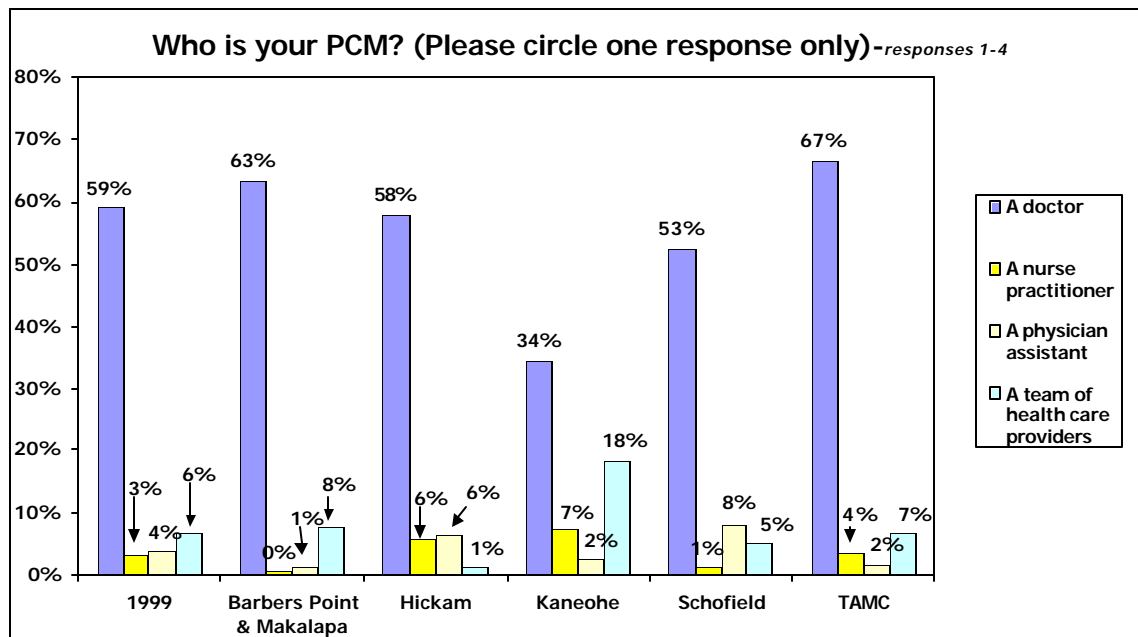
**Figure 2**



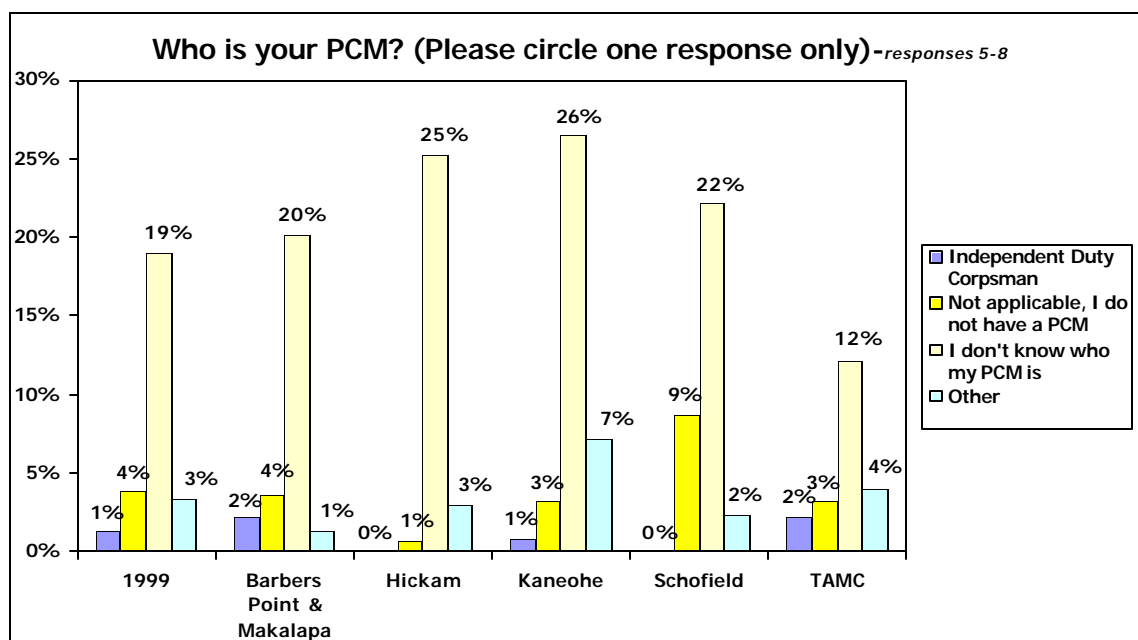
**Figure 3** This graph shows the top two responses. “I have not had a need for medical advice” and “Other” have been omitted. Therefore, the total will not had up to 100% see page 12.



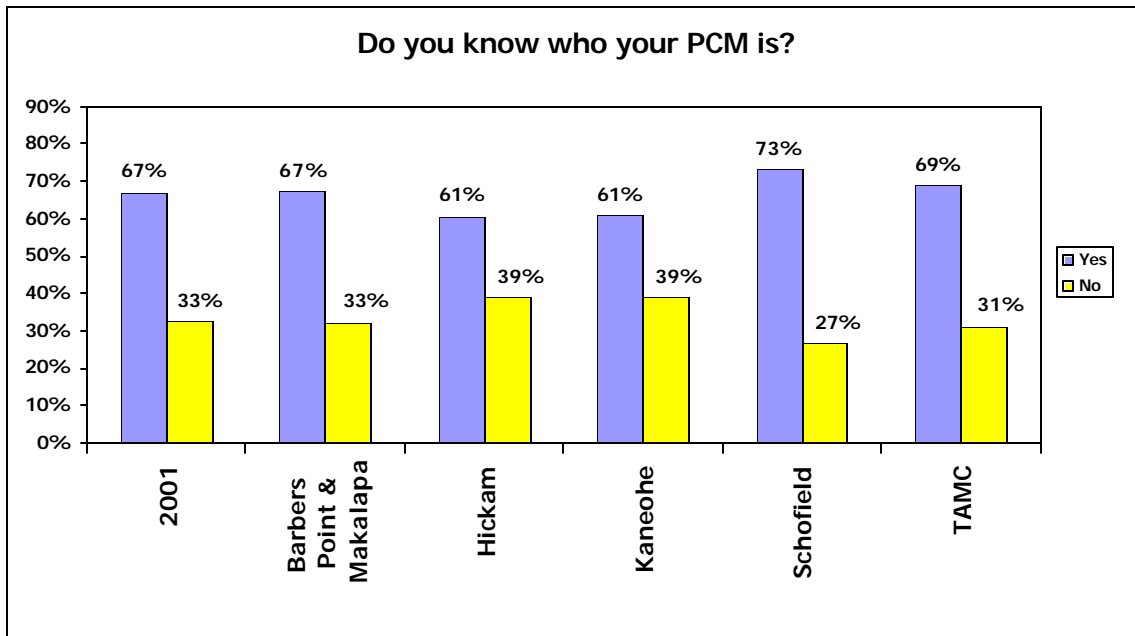
**Figure 4** This graph shows the top two responses. “I have not had a need for medical advice” and “Other” have been omitted. Therefore, the total will not had up to 100% see page 12.



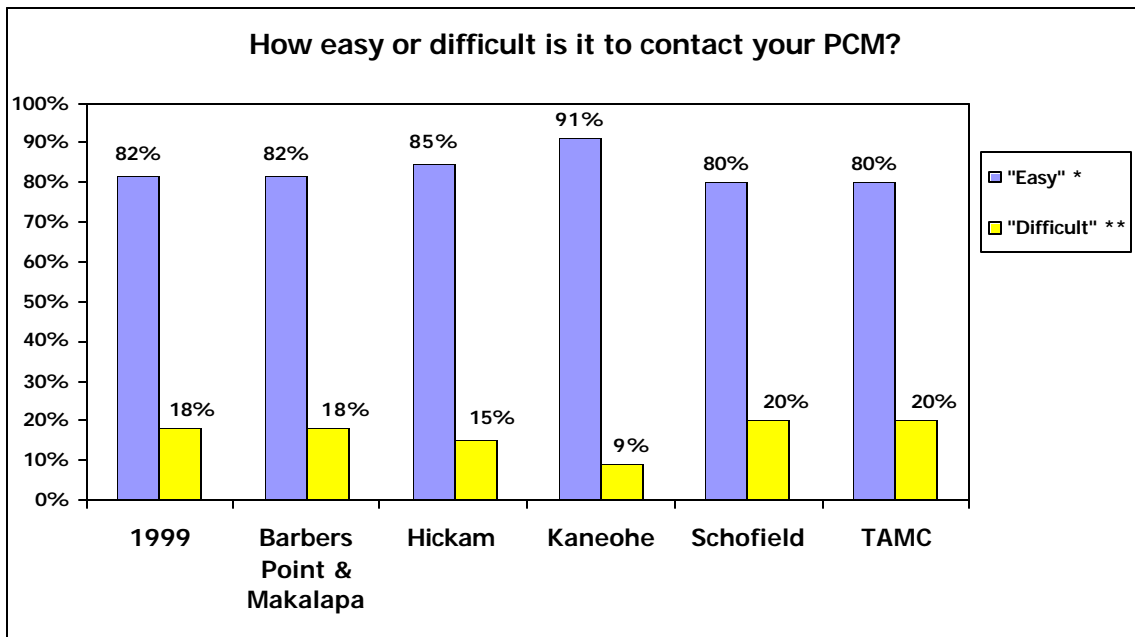
**Figure 5** Note: The answers for this question are divided into two graphs, add percentages with figure 6 for a total of 100%.



**Figure 6** Note: The answers for this question are divided into two graphs, add percentages with figure 5 for a total of 100%.

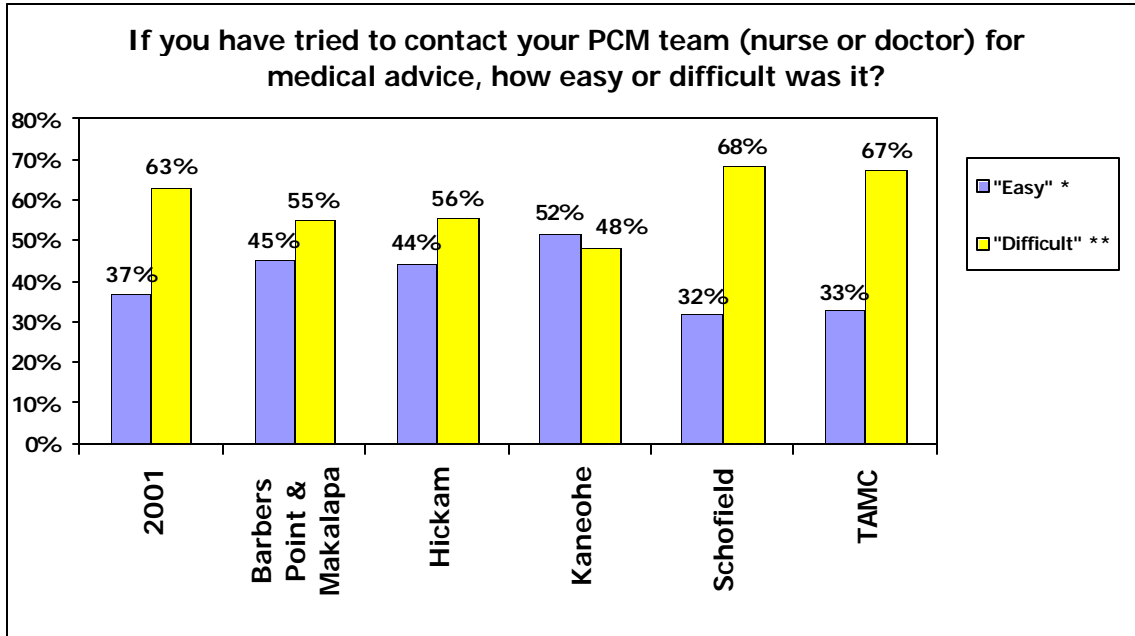


**Figure 7**

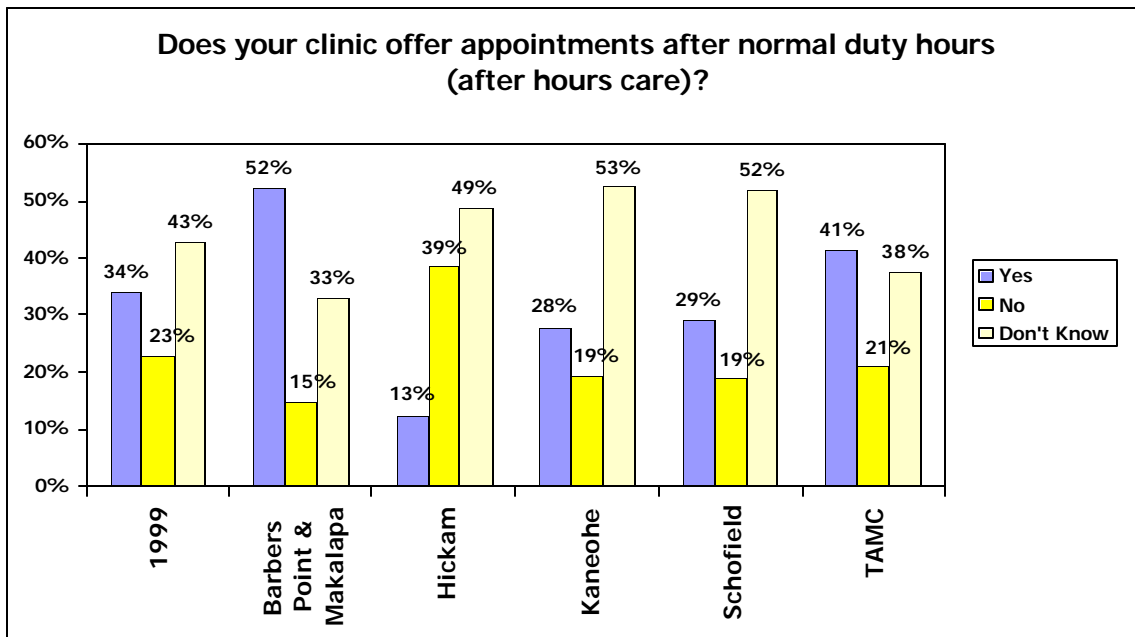


**Figure 8** Please note: \* includes "Very easy" and "Somewhat easy" responses; \*\*includes "Somewhat difficult" and "Very Difficult" responses"

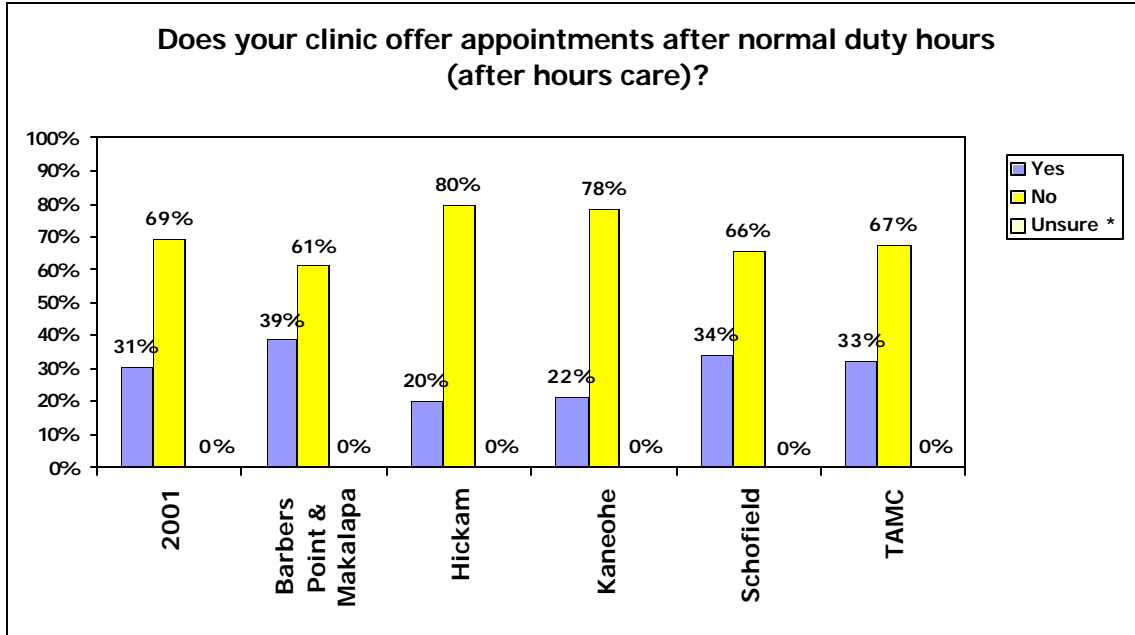




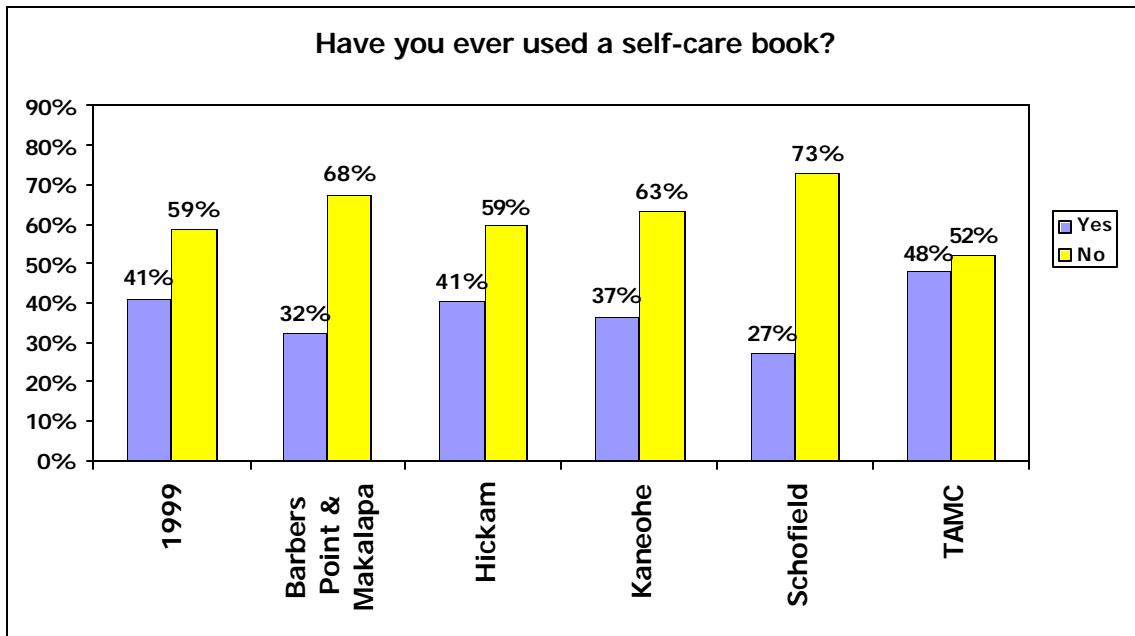
**Figure 9** Please note: \* includes "Very easy" and "Somewhat easy" responses; \*\*includes "Somewhat difficult" and "Very Difficult" responses"



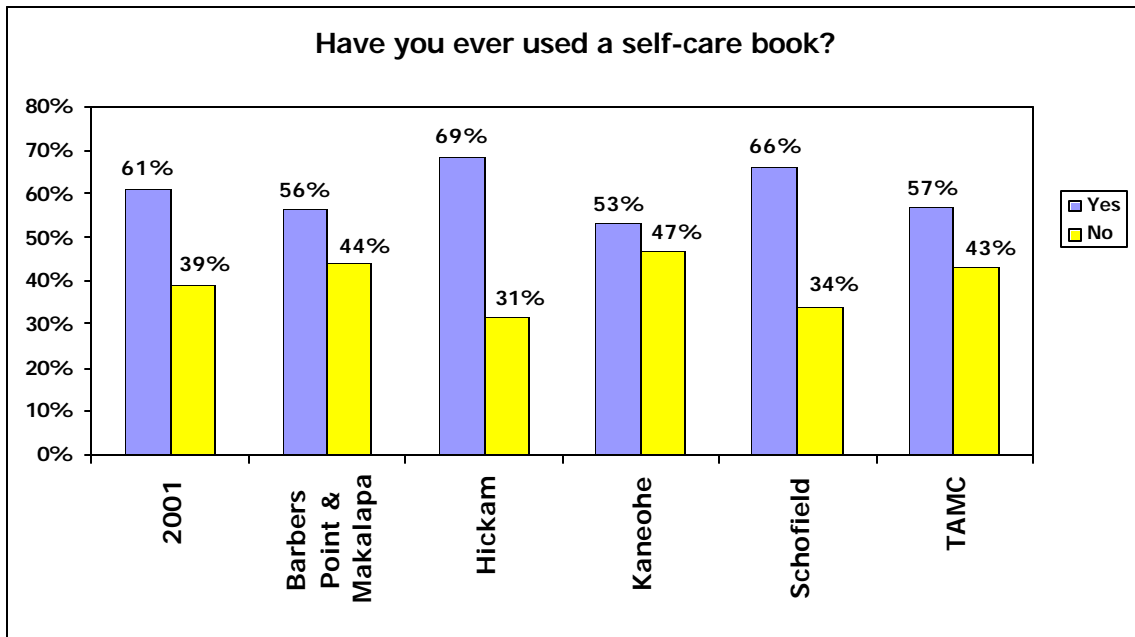
**Figure 10**



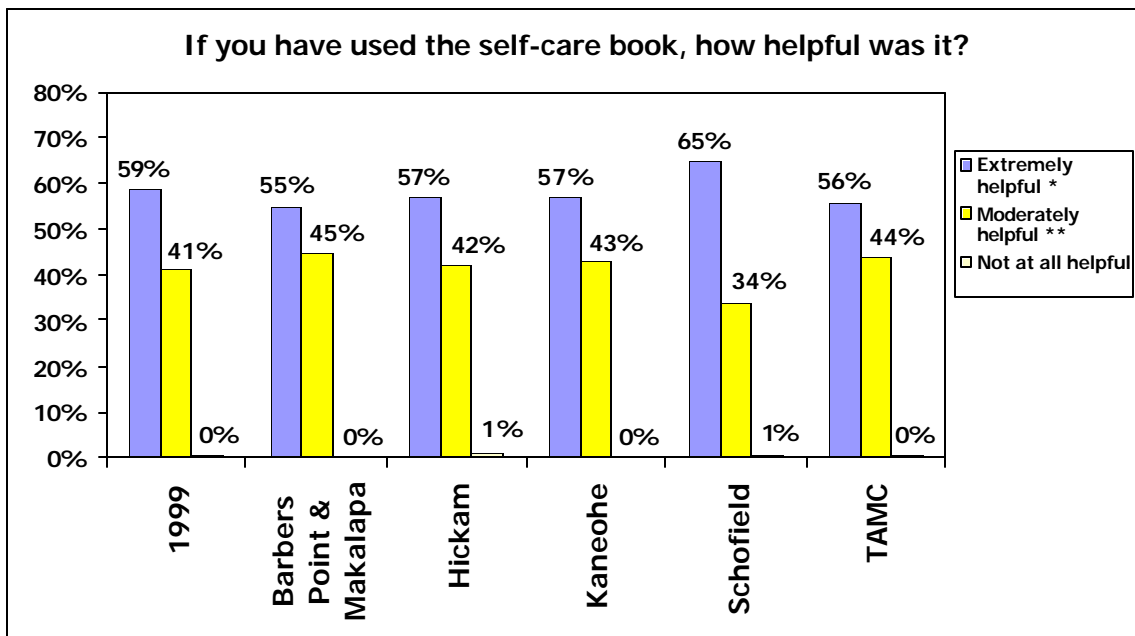
**Figure 11** Please note: \* responses may have been unintentionally omitted due to database design



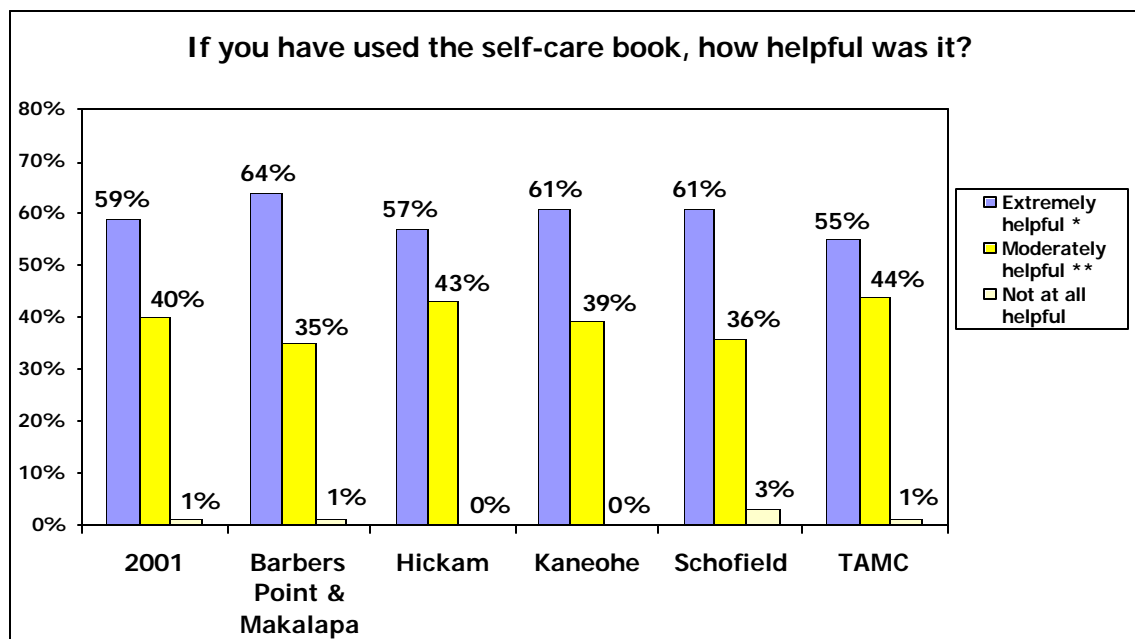
**Figure 12**



**Figure 13**



**Figure 14** Please note: \* includes “Very helpful” responses; \*\*includes “Slightly helpful” responses



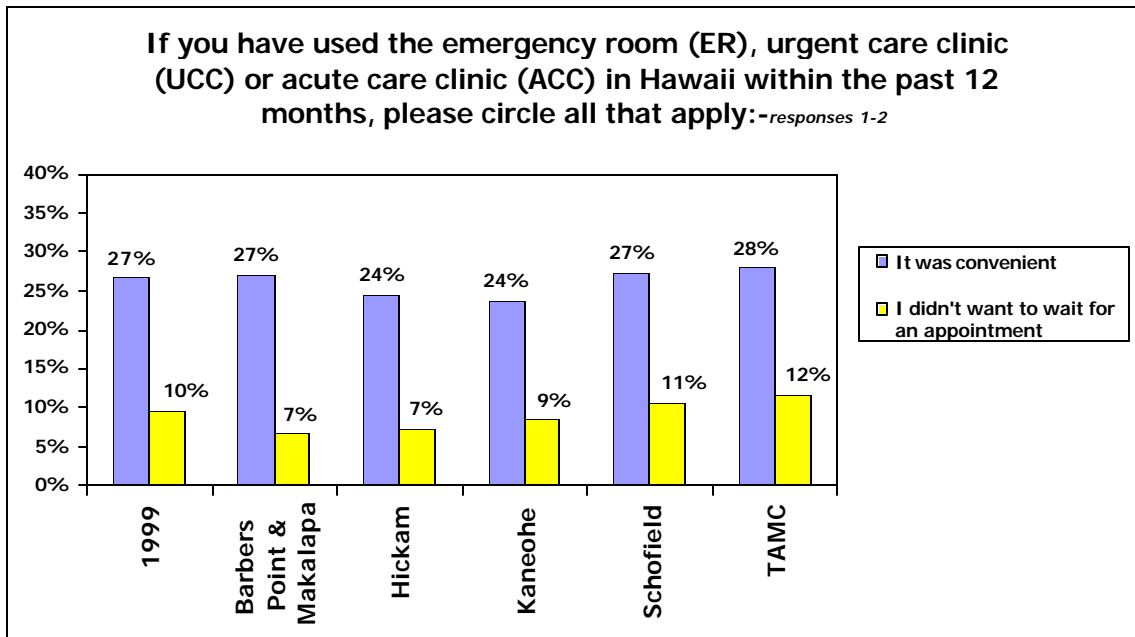
**Figure 15** Please note: \* includes “Very helpful” responses; \*\*includes “Slightly helpful” responses

## AMHC in Hawaii: 1999 MTF-Level Comparative Highlights for ER Usage

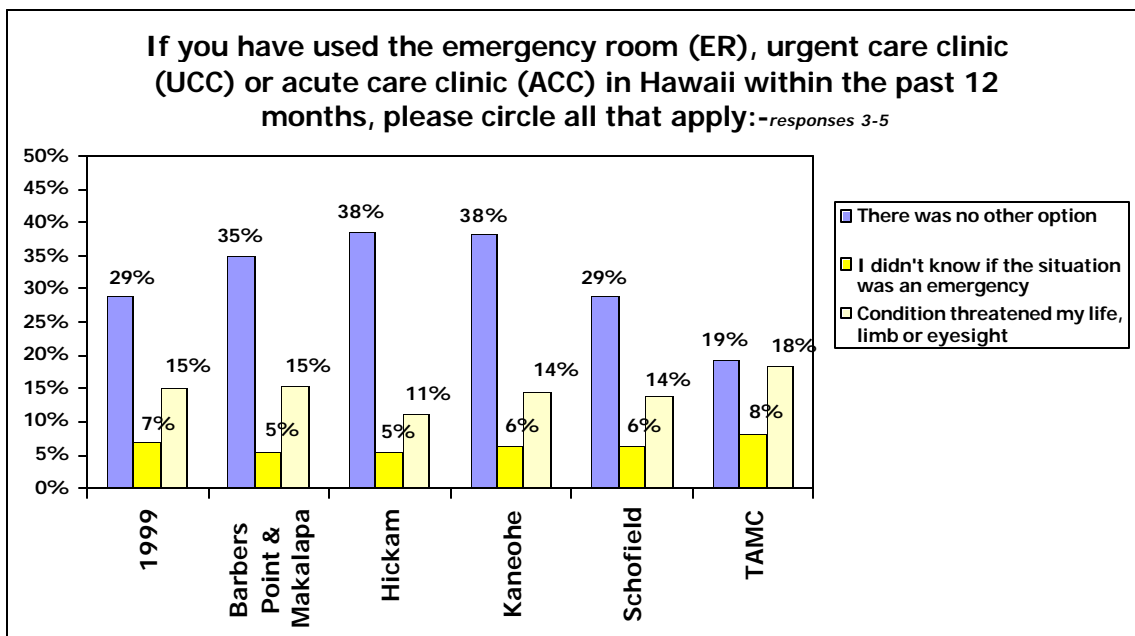
This section reports the MTF-level comparative analysis of highlighted questions pertaining to ER usage from the *Access to Military Health Care in Hawaii 1999 Survey*.

To ease graph congestion caused by response multiplicity this question has been divided into two graphs and some responses have been omitted. “*Not applicable, I have not used the ER, UCC, or ACC*” and “Other” are omitted from calculations based on the nature of the question. Therefore, the total percentage will not add up to 100% due to response omission. Since the question is divided into two graphs it is necessary to add all the responses for a total. In addition, due to the rounding format of excel the percentage total may only add up to 99% even when responses have not been omitted.

**Note:** If a question has been divided or responses were omitted or grouped it is noted in the caption.



**Figure 13** Note: This question is divided into two graphs; add percentages with figure 17 for a total. In addition, two responses have been omitted, see page 21.



**Figure 14** Note: This question is divided into two graphs; add percentages with figure 16 for a total. In addition, two responses have been omitted, see page 21.

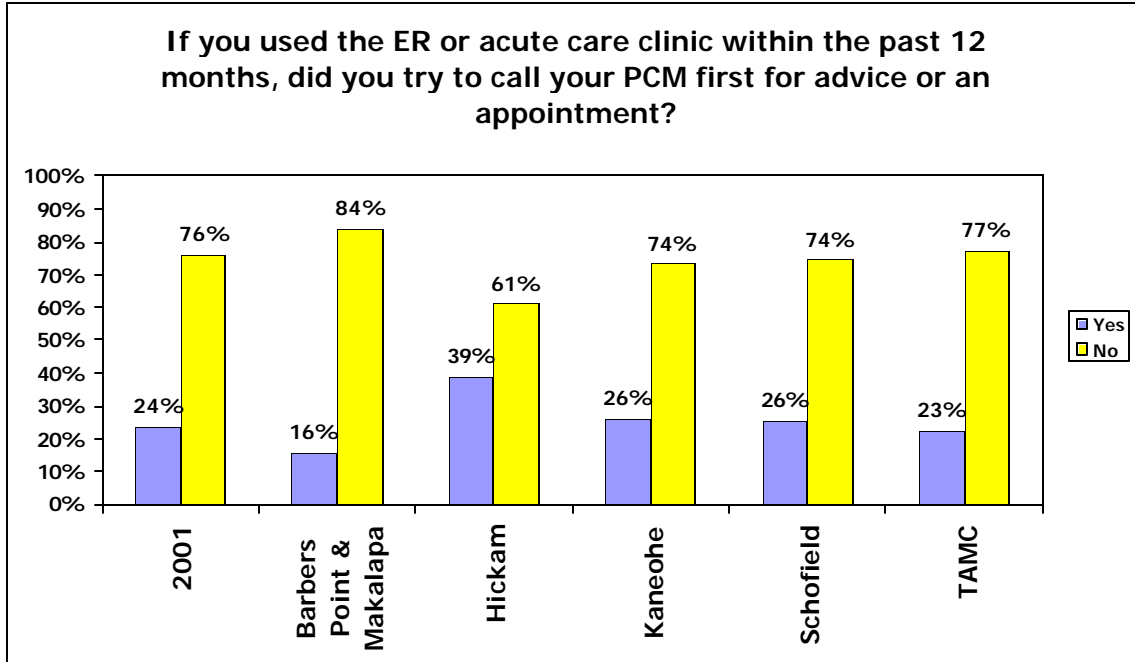
## AMHC in Hawaii: 2001 MTF-Level Comparative Highlights for ER Usage

This section reports the MTF-level comparative analysis of highlighted questions pertaining to ER usage from the Accessing Military Health Care in Hawaii 2001 Survey.

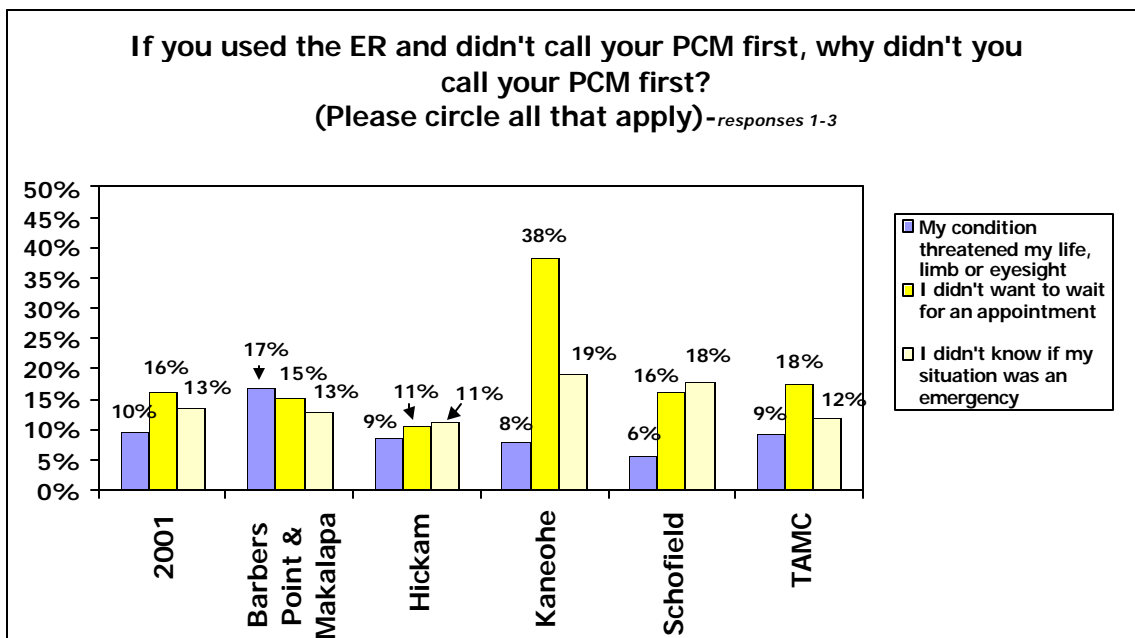
To ease graph congestion caused by response multiplicity, some questions have been divided into several graphs and response have been omitted or grouped. If a question was divided, it is necessary to add all the responses for a total. However, in cases where responses have been omitted the total percentage will not add up to 100%. In addition, due to the rounding format of excel some percentage totals may only add up to 99% even when responses have not been omitted.

The question, “ *If you were told to go to the ER and didn’t call your PCM first, why didn’t you call your PCM first? (Please circle all that apply)*” has two responses omitted. “*Not applicable, I have not used an ER*” and “*Other*” are omitted from calculations based on the nature of the question.

**Note:** If a question has been divided or responses were omitted or grouped it is noted in the caption.

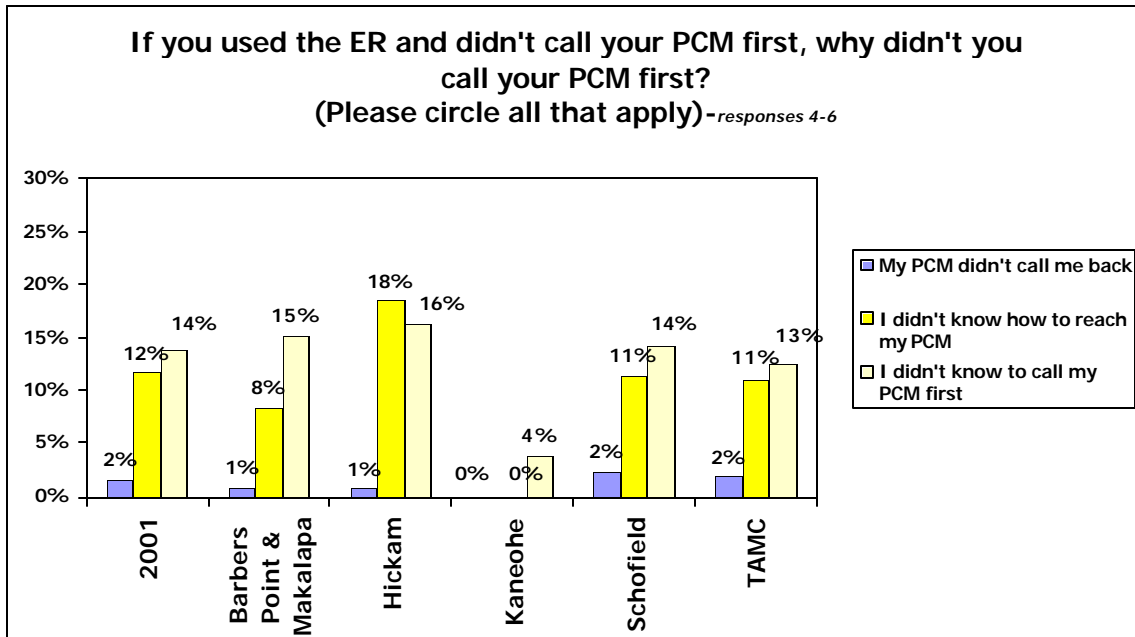


**Figure 15**

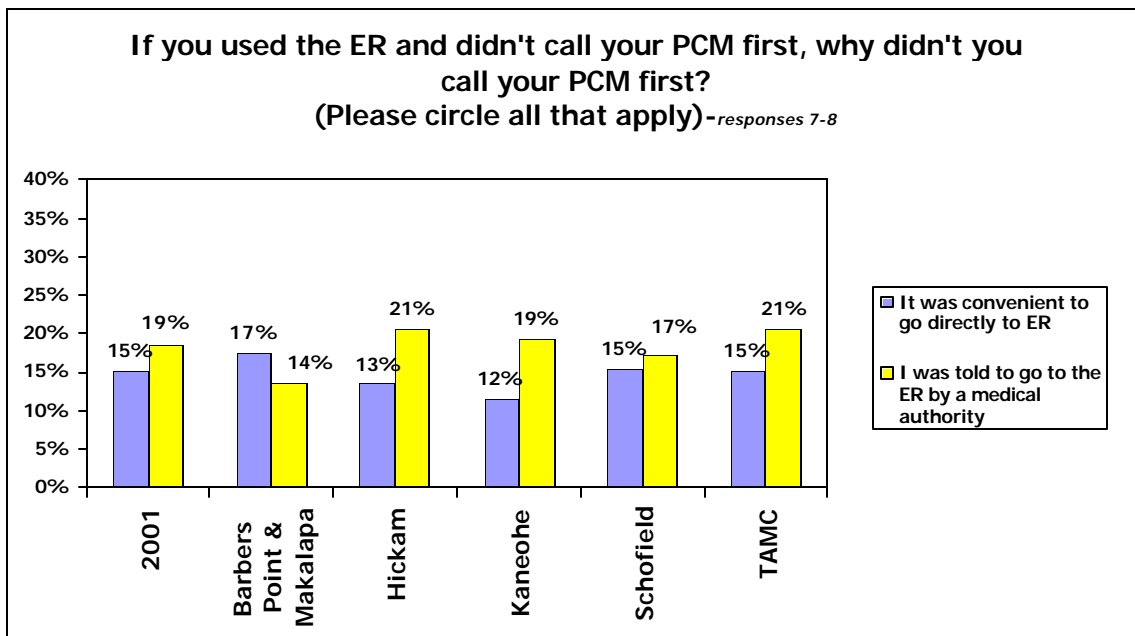


**Figure 16** Note: This question is divided into three graphs; add percentages with figures 20 and 21 for a total. In addition, two responses have been omitted, see page 23.

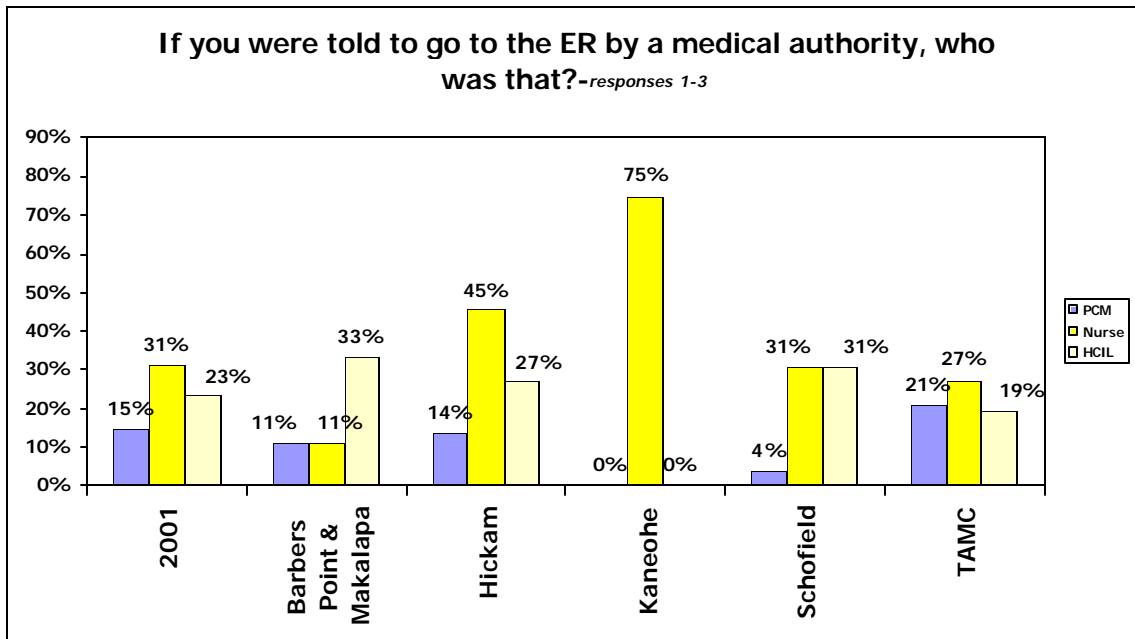




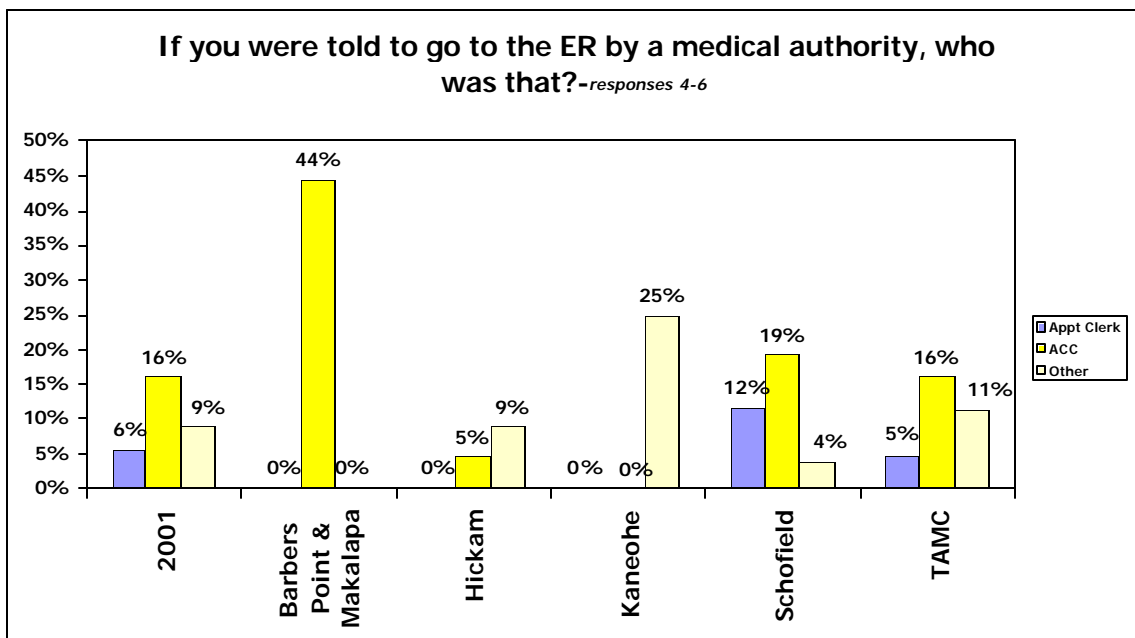
**Figure 17** Note: This question is divided into three graphs; add percentages with figures 19 and 21 for a total. In addition, two responses have been omitted, see page 23.



**Figure 18** Note: This question is divided into three graphs; add percentages with figures 19 and 20 for a total. In addition, two responses have been omitted, see page 23.



**Figure 19** Note: This question is divided into two graphs; add percentages with figure 23 for a total of 100%.



**Figure 20** Note: This question is divided into two graphs; add percentages with figure 22 for a total of 100%.

## **Chapter 2: Accessing Military Health Care in Hawaii 2002 Comprehensive Report:**

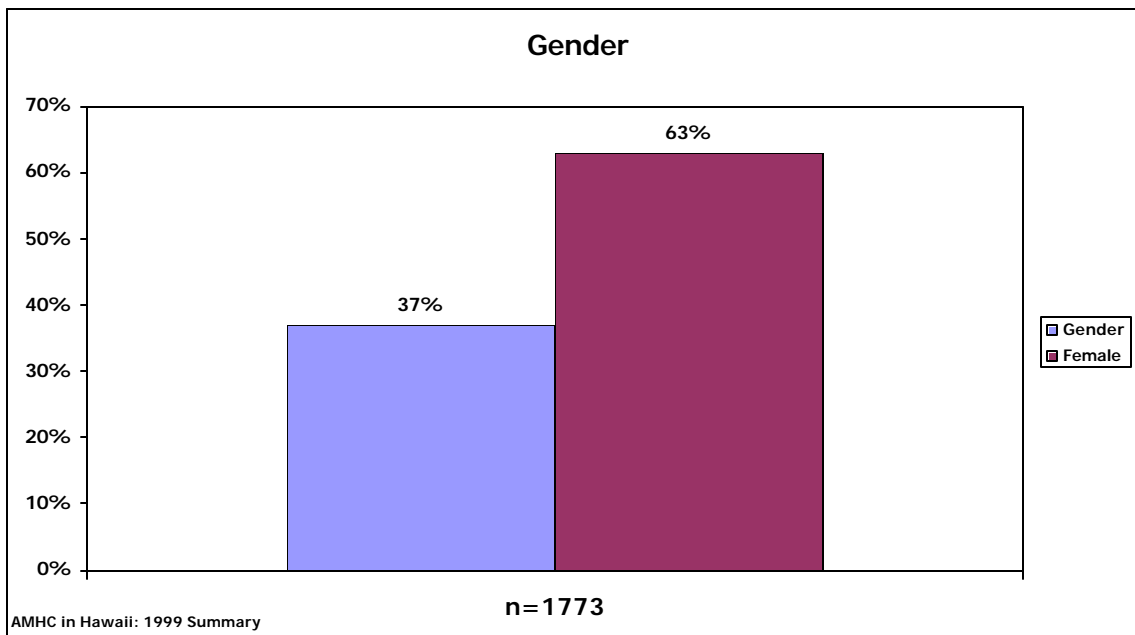
**Note:** This chapter summarizes the comparison of the 1999 and 2001 surveys. No responses have been omitted in this section.

## **Section 1: Access to Military Health Care 1999** **Aggregate Results**

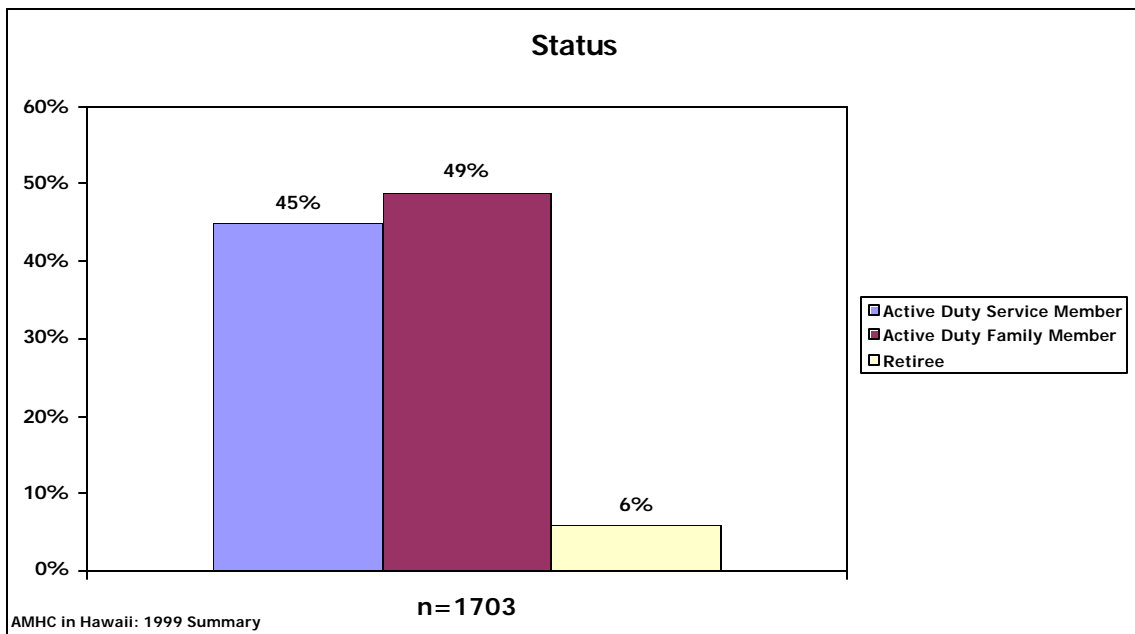
This section reports results of the *Access to Military Health Care in Hawaii 1999 Survey*. It outlines the 1999 aggregate results as well as MTF-Level reports.

The number of subjects for each analysis is dependent upon the nature of the question. For example, when a question requires the respondent to “*circle all that apply*” the number of responses to this type of question will be greater than the number of subjects because multiple answers are allowed. Due to the rounding format of excel some percentage totals may only add up to 99%.

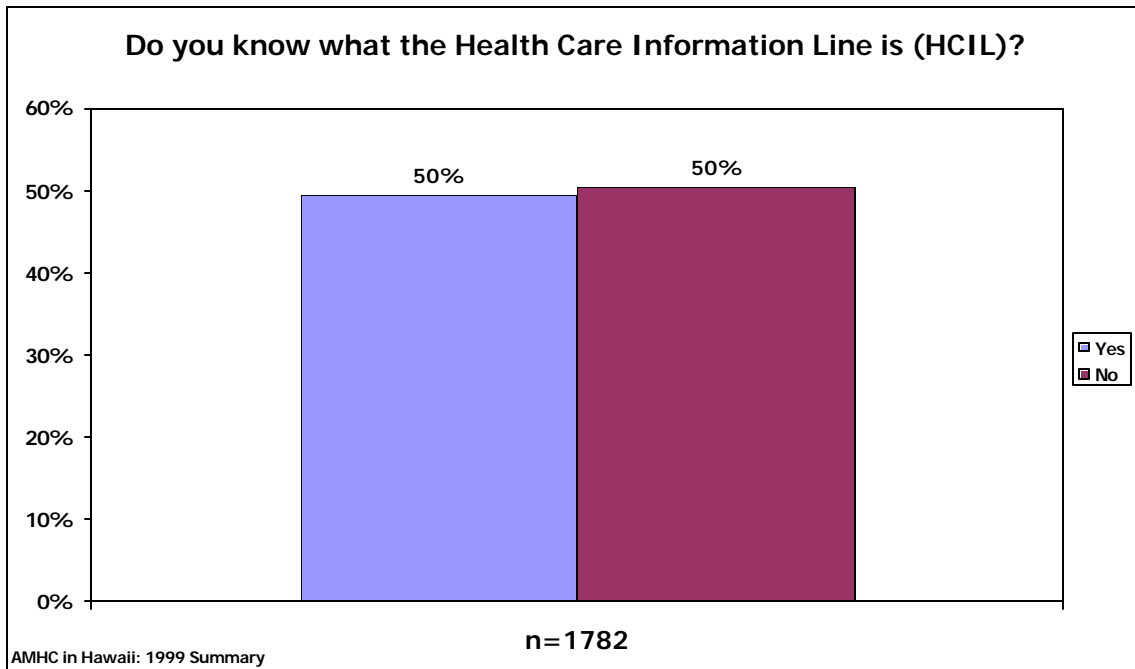
## AMHC in Hawaii: 1999 Aggregate Report



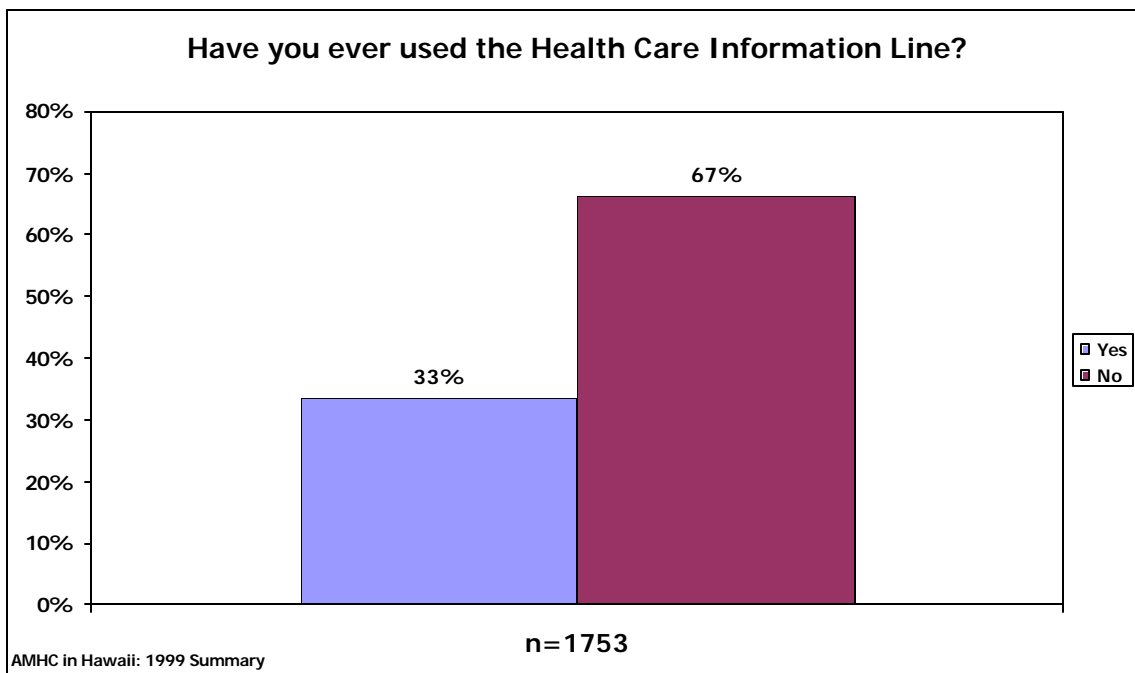
**Figure 21**



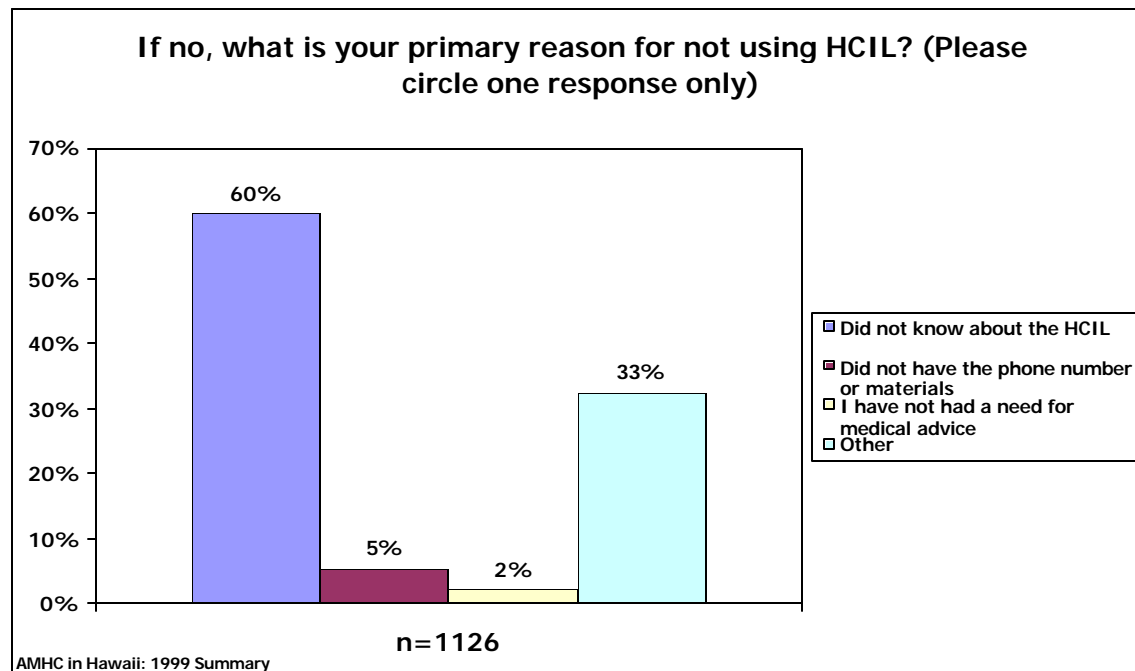
**Figure 22**



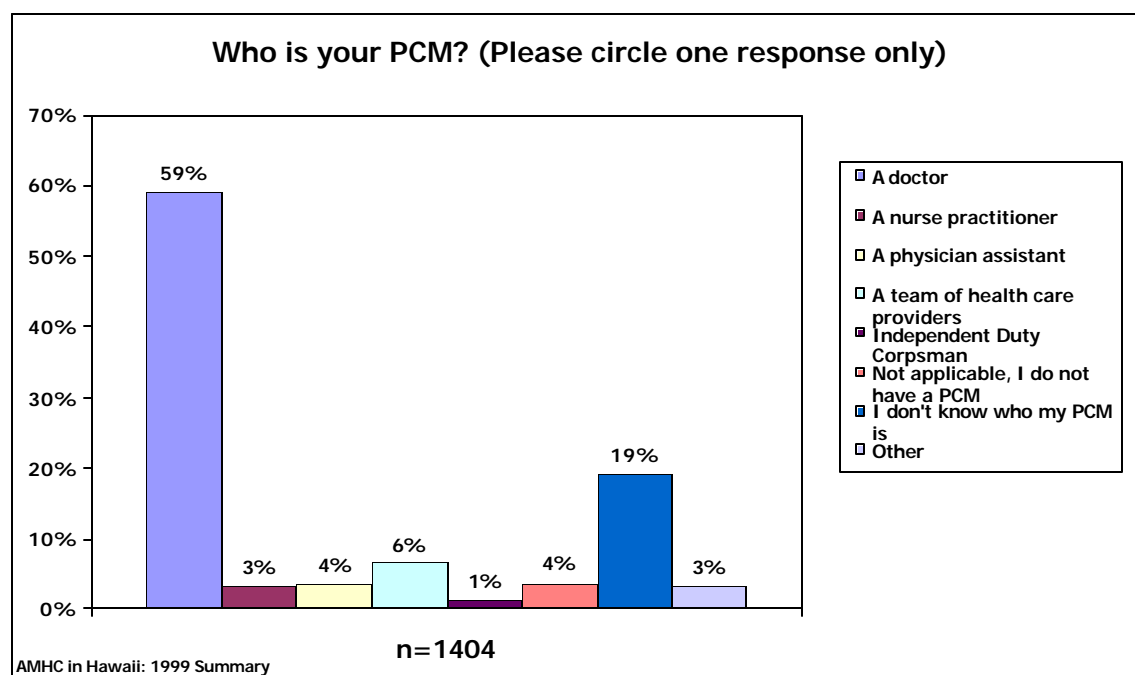
**Figure 23**



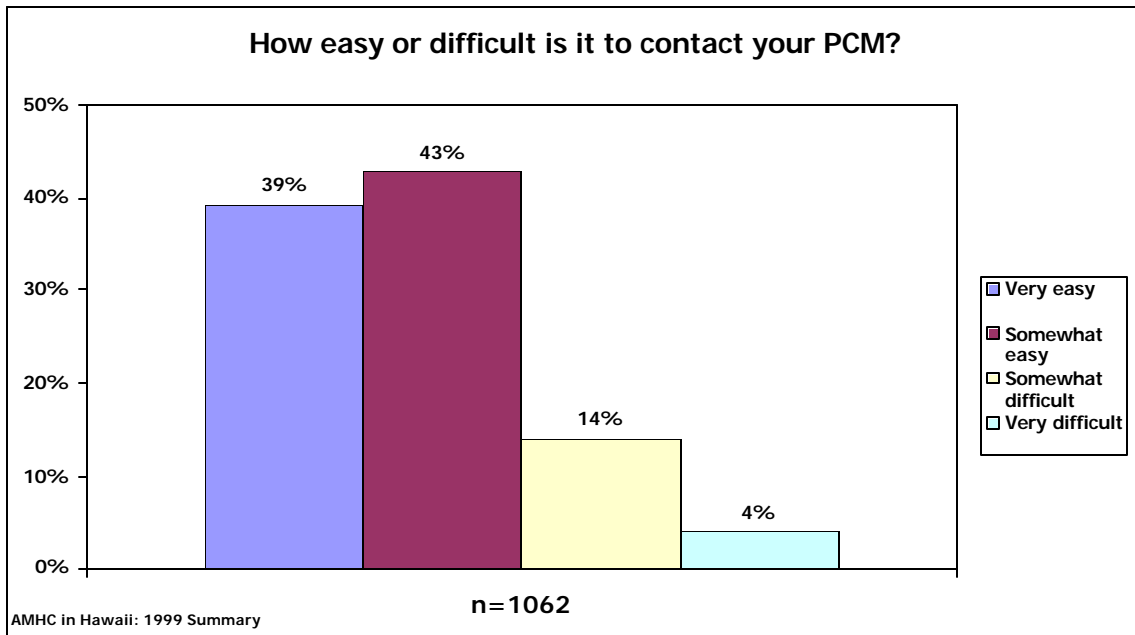
**Figure 24**



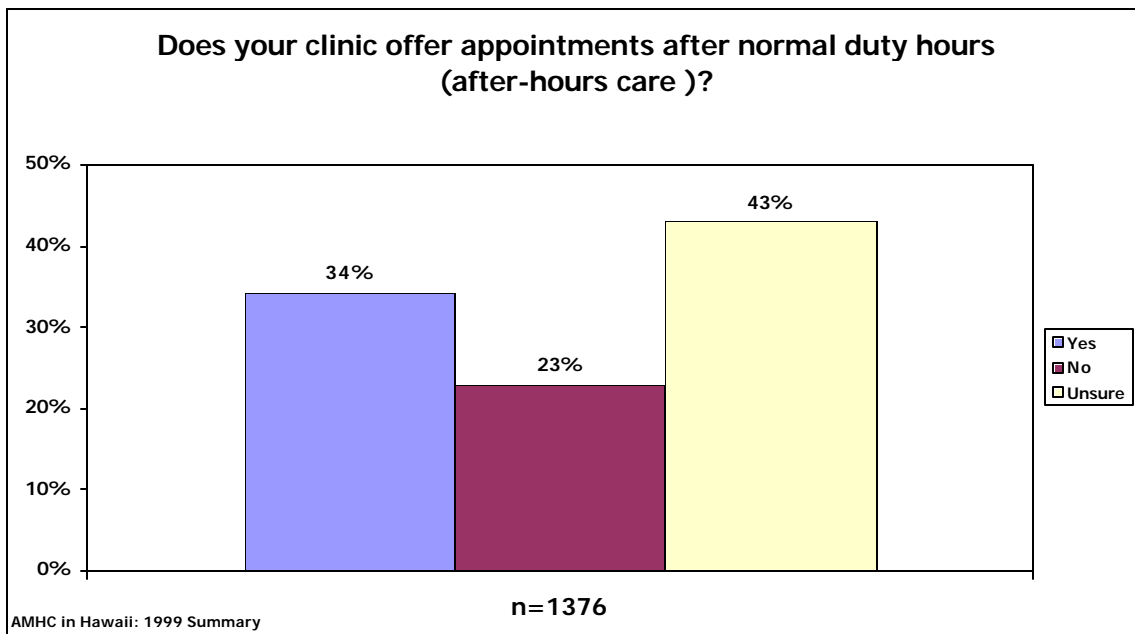
**Figure 5**



**Figure 6**

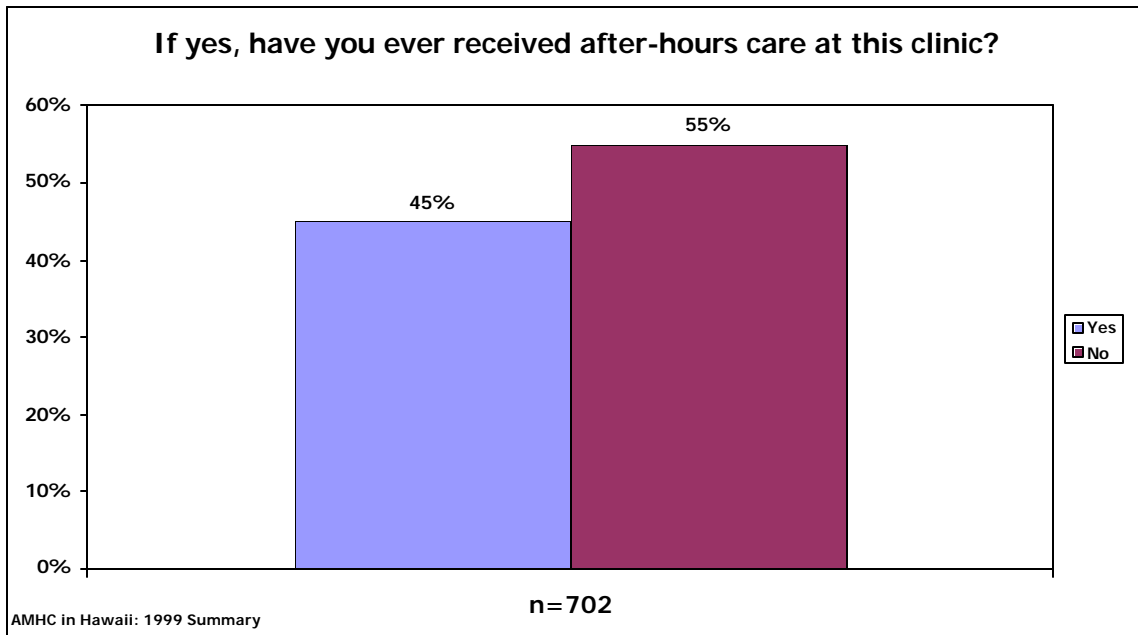


**Figure 7**

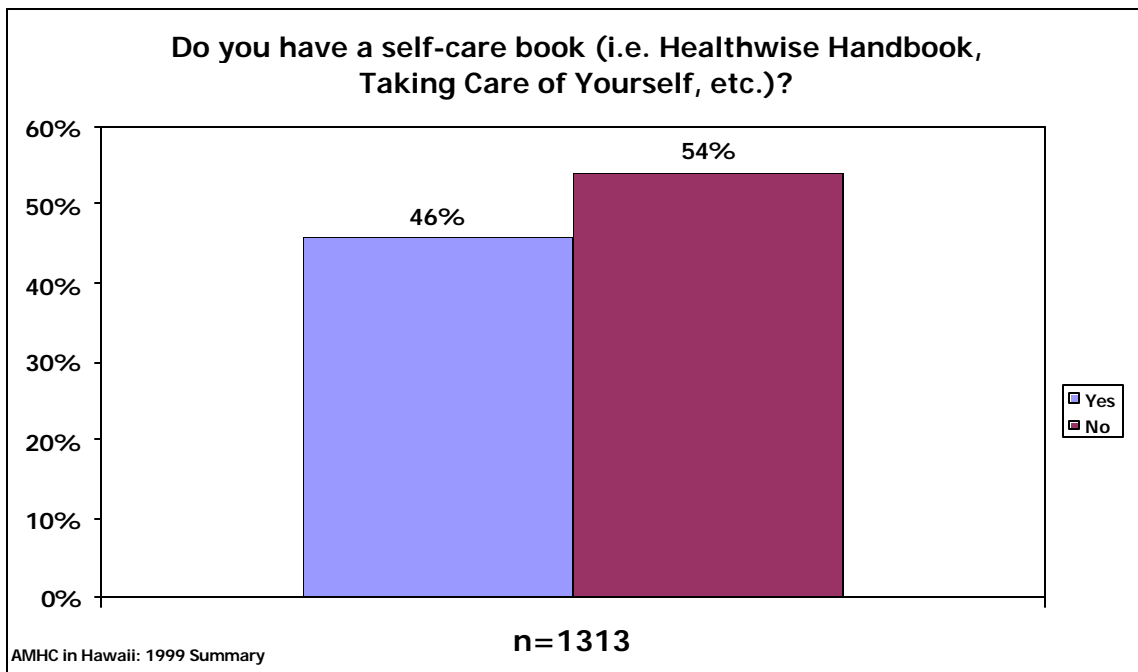


**Figure 8**

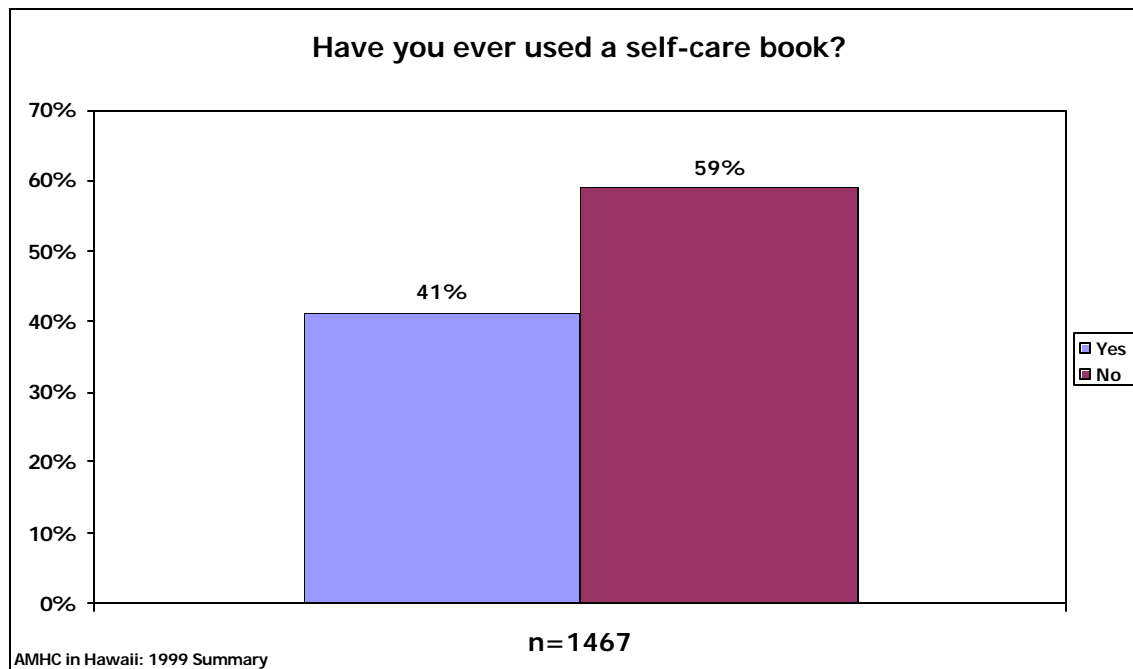




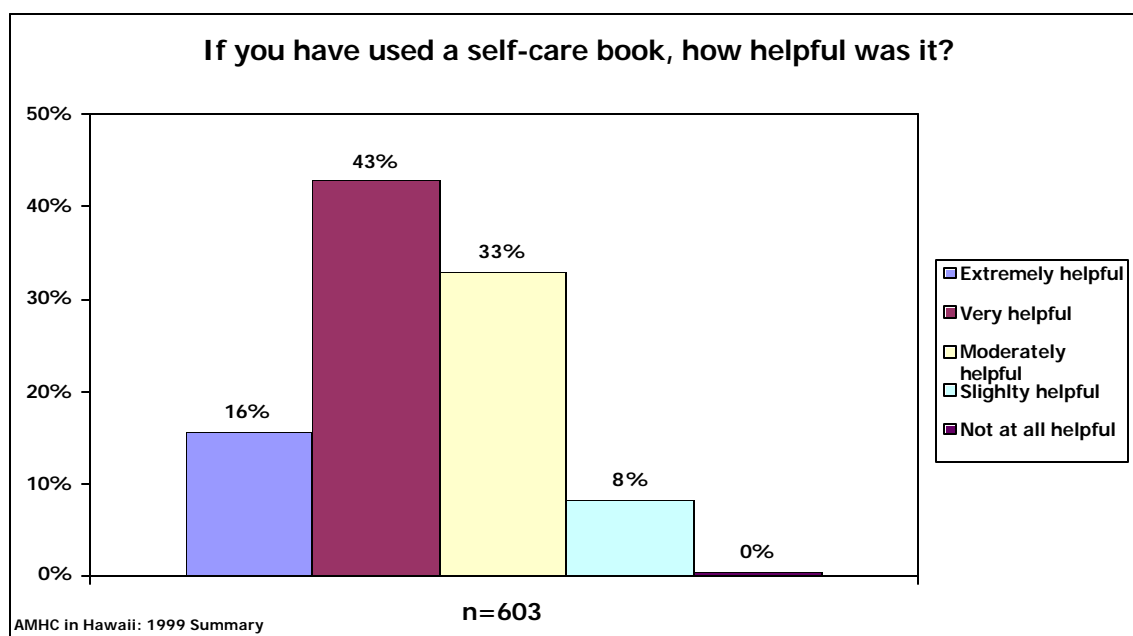
**Figure 9**



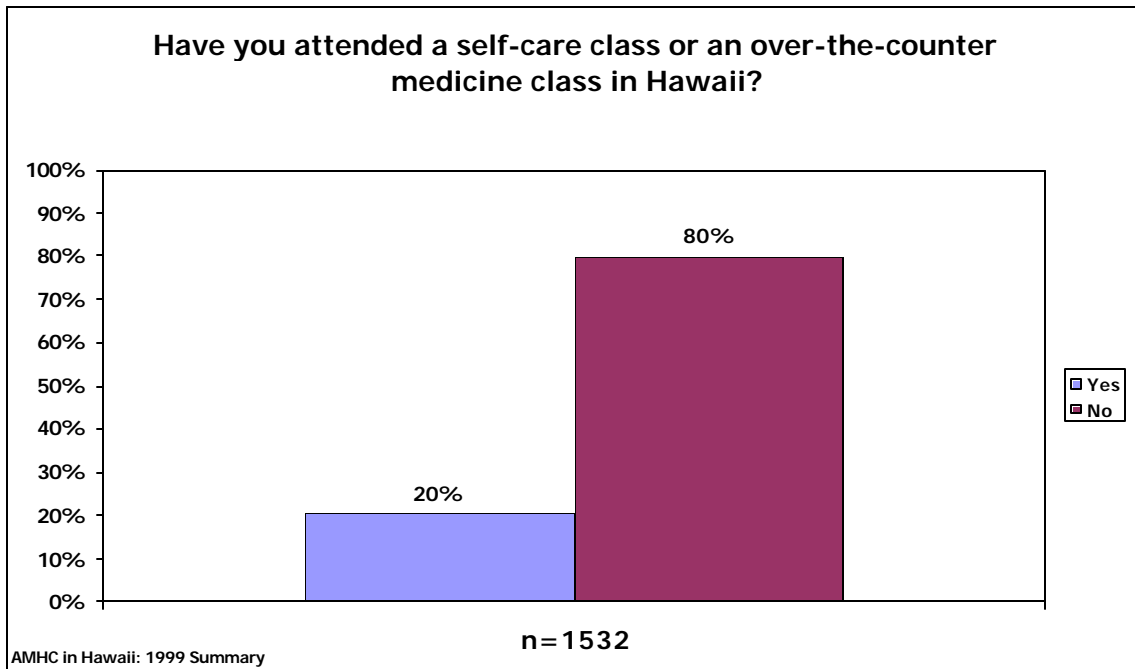
**Figure 10**



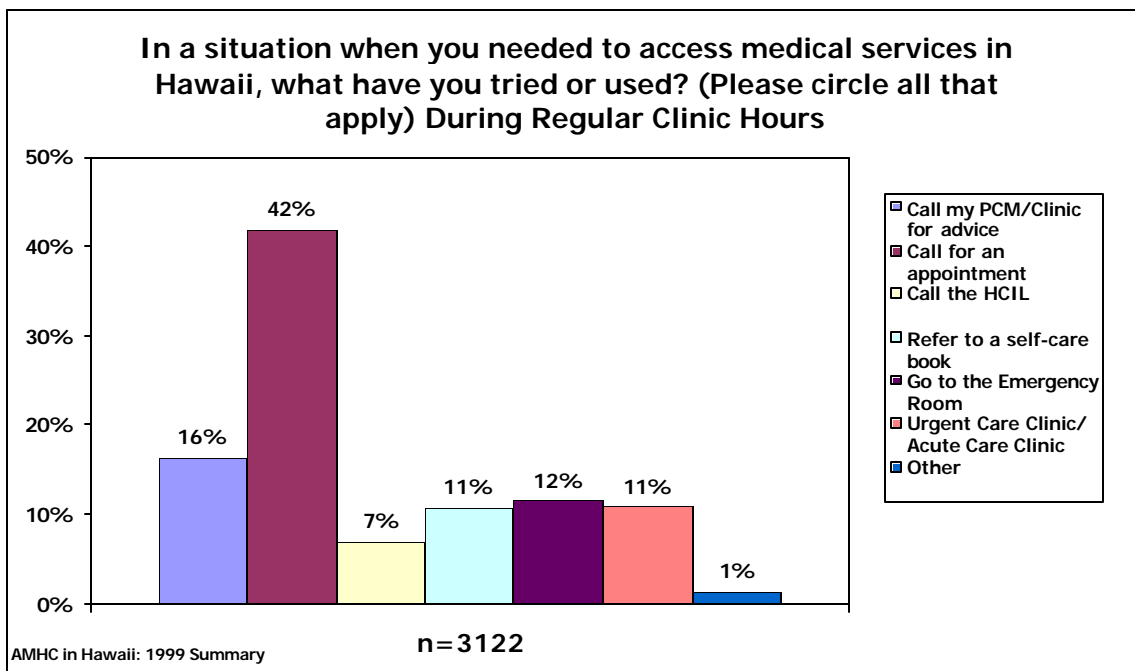
**Figure 11**



**Figure 12**



**Figure 13**



**Figure 14**

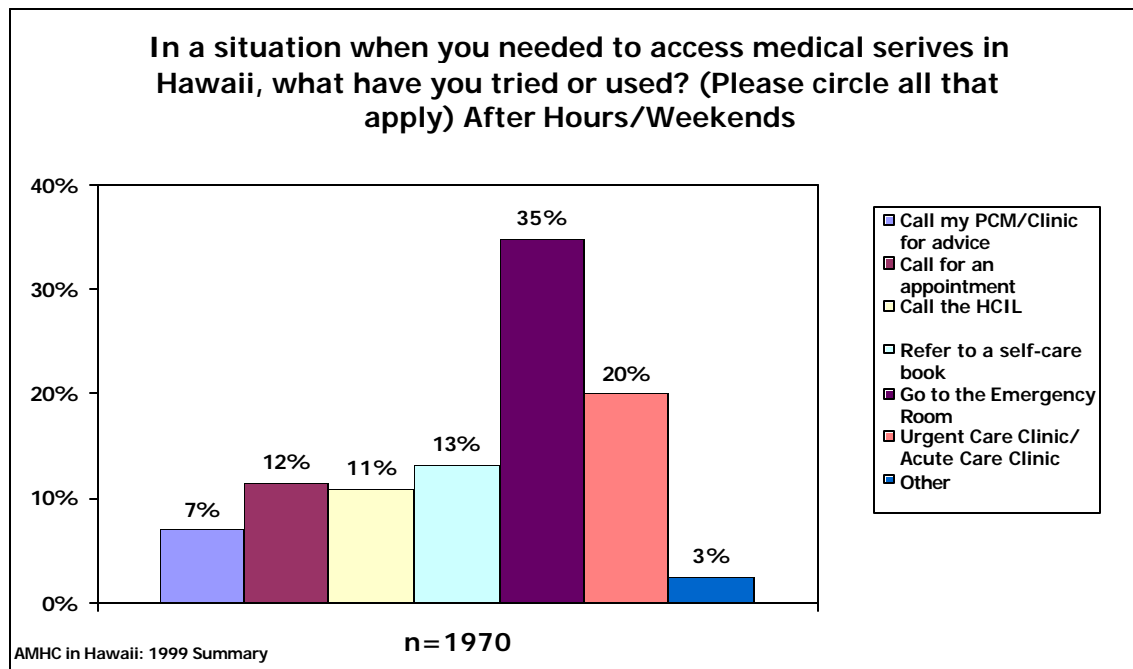


Figure 15

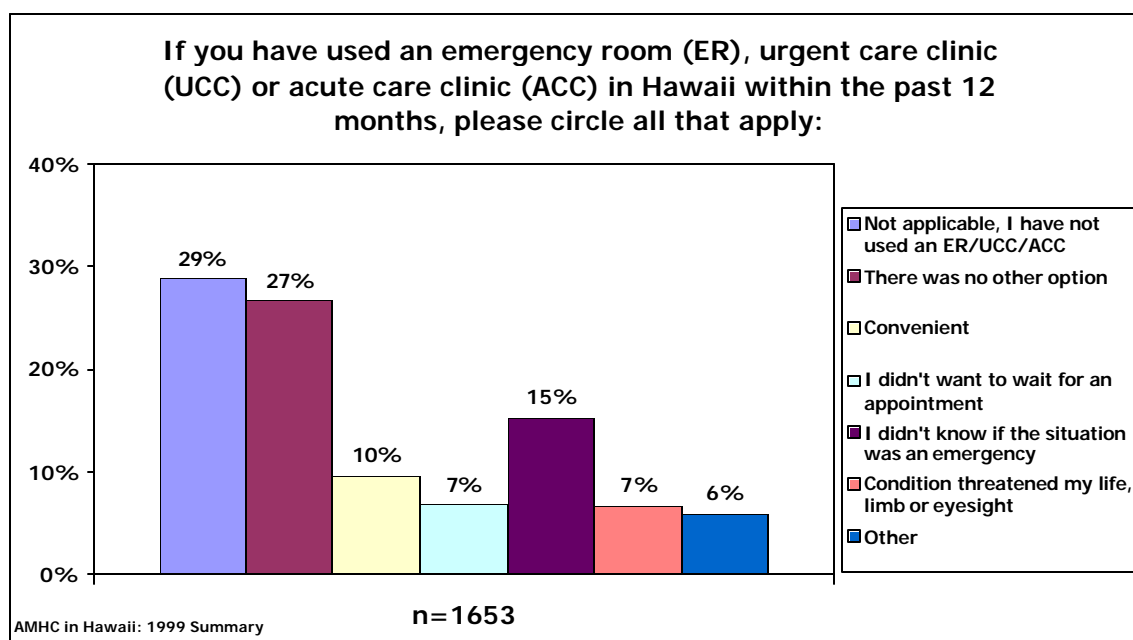
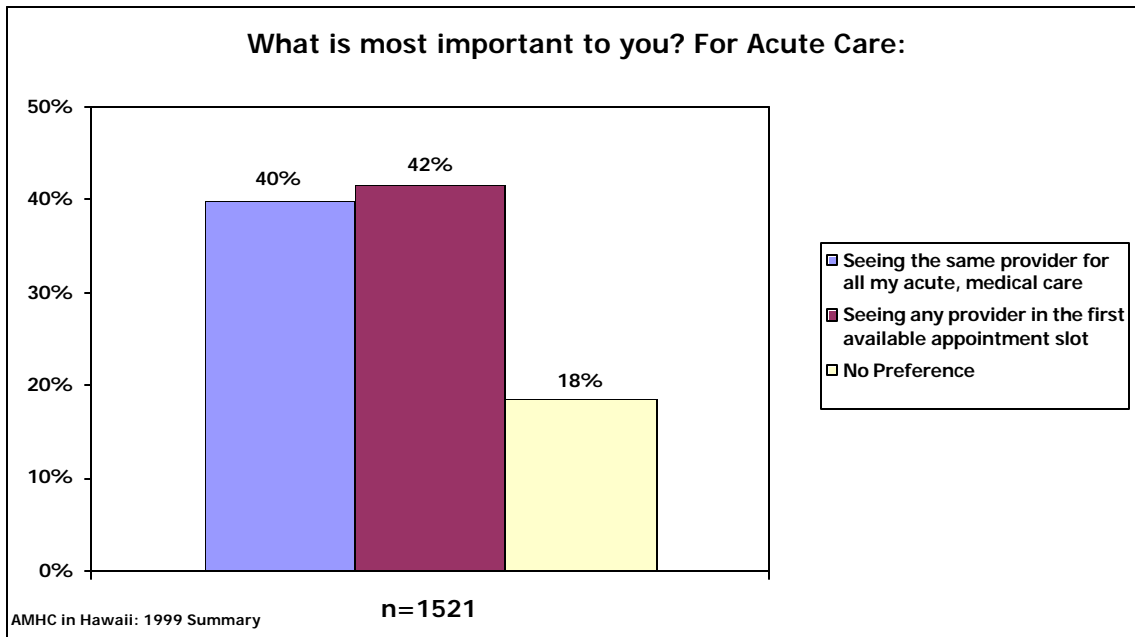
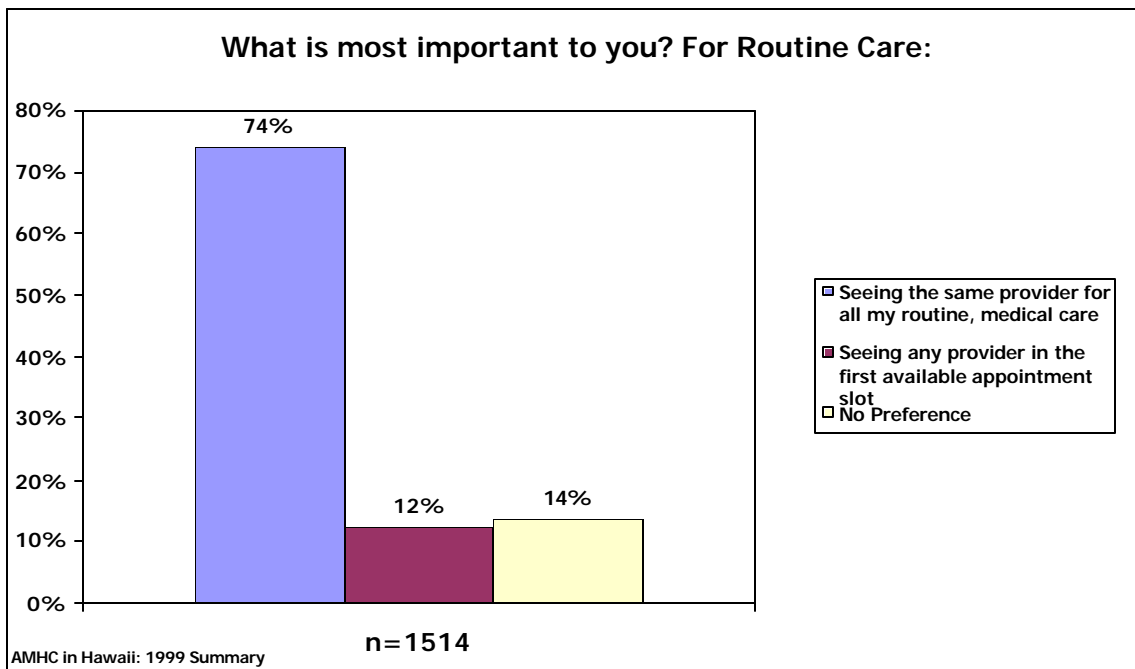


Figure 16



**Figure 17**



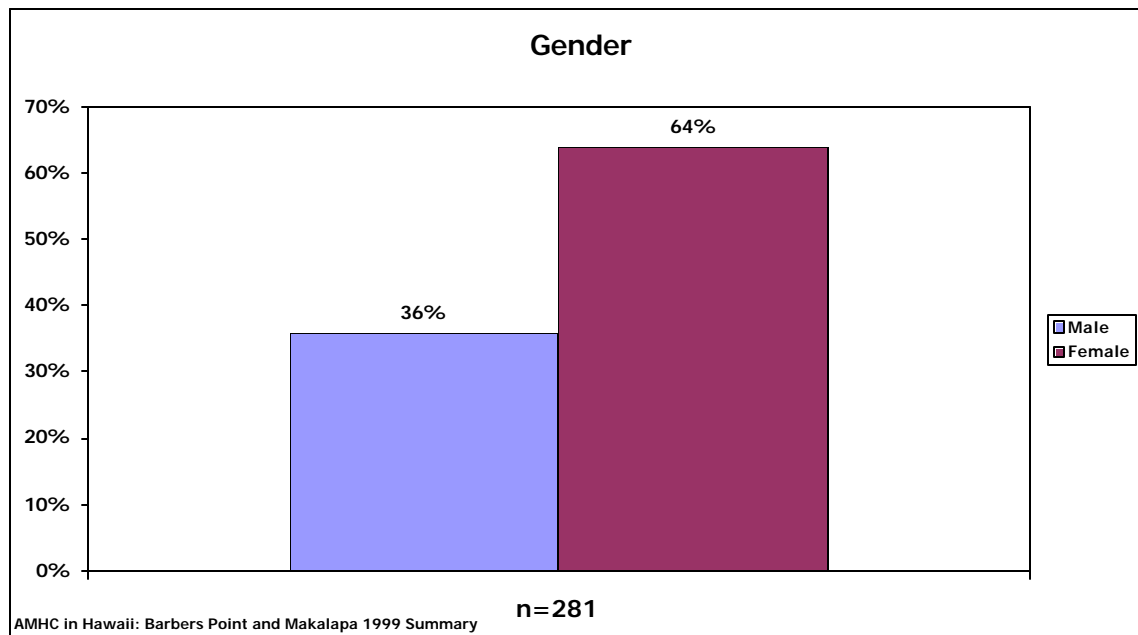
**Figure 18**

## **1999 Access to Military Health Care in Hawaii MTF-level Reports**

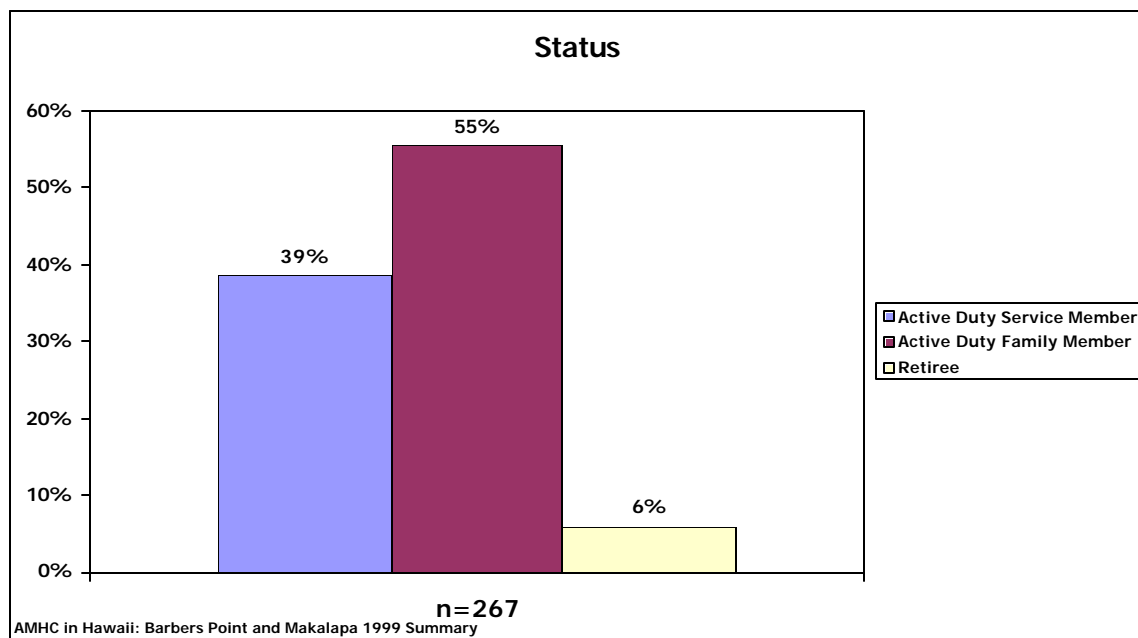
This section presents MTF- level information from the 1999 Access to Military Health Care In Hawaii Survey. Each MTF-level report presents information from clinics surveyed in the specified MTF category. (see Table 2)

The number of subjects for each analysis is dependent upon the nature of the question. For example, when a question requires the respondent to “circle all that apply” the number of responses to this type of question will be greater than the number of subjects because multiple answers are allowed. Due to the rounding format of excel some total percentages may only add up to 99%.

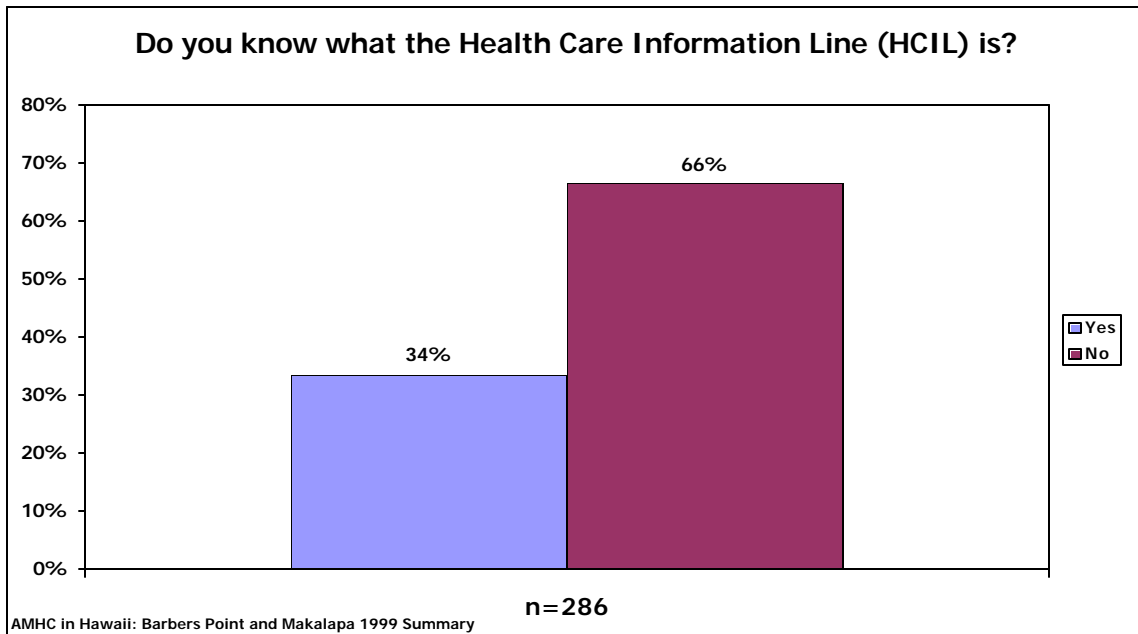
## AMHC in Hawaii: Barbers Point and Makalapa 1999 Summary Report



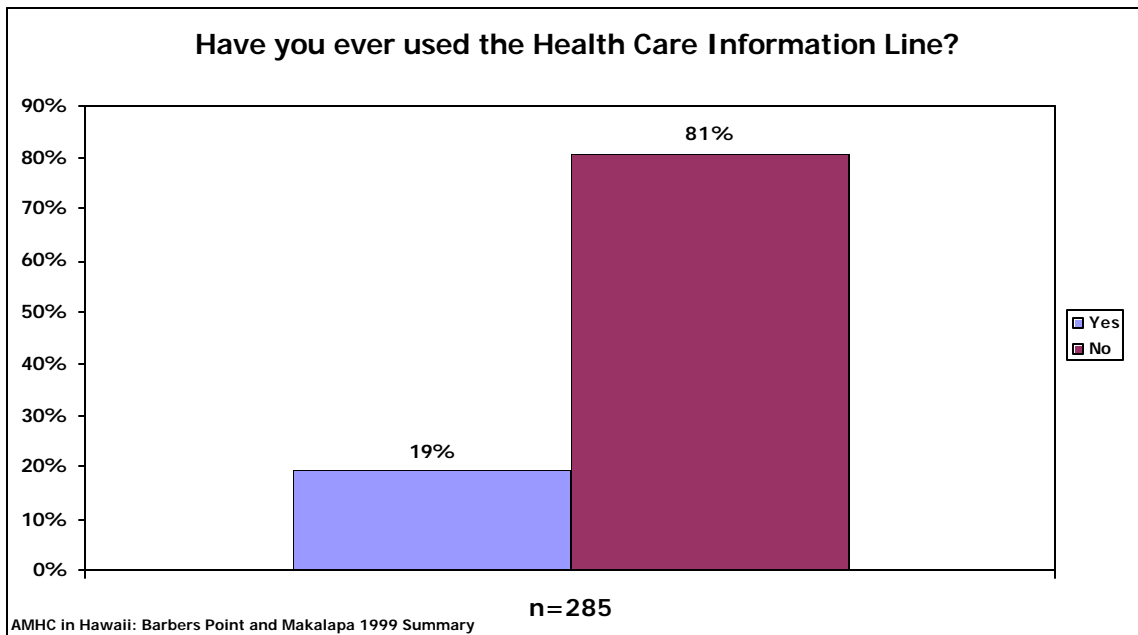
**Figure 19**



**Figure 20**

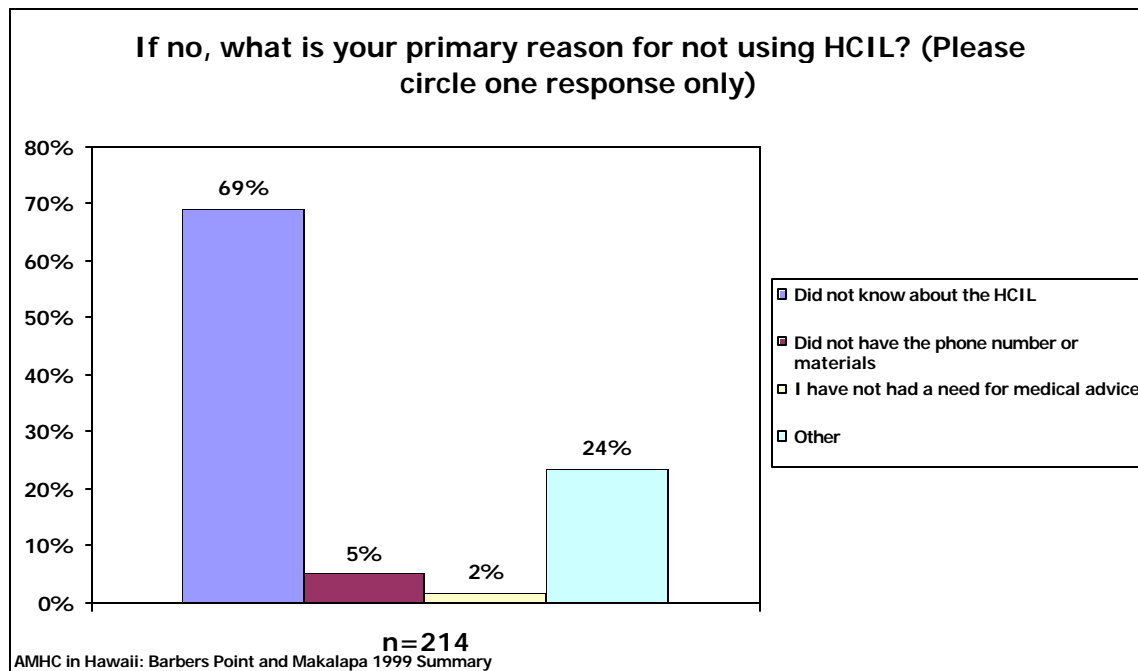


**Figure 21**

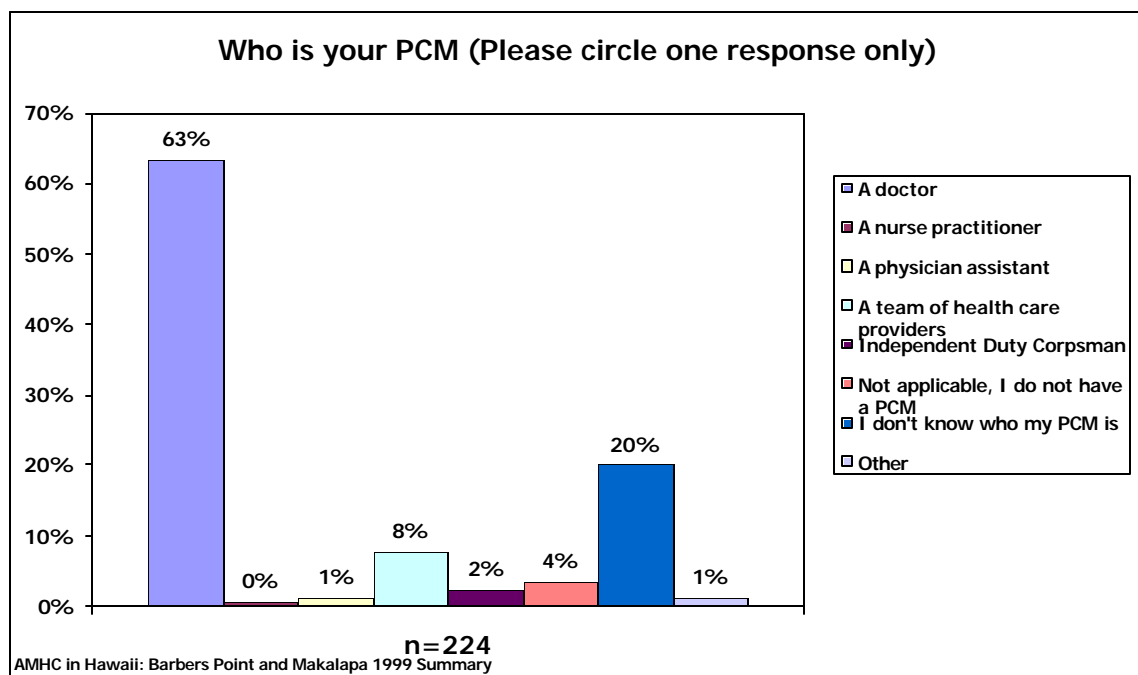


**Figure 22**

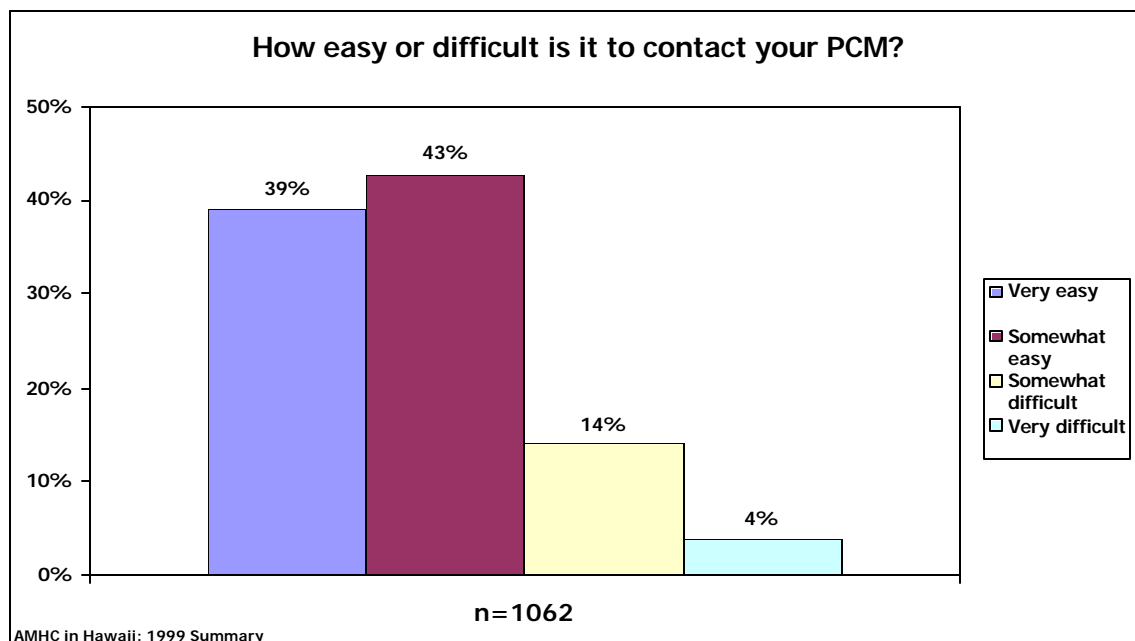




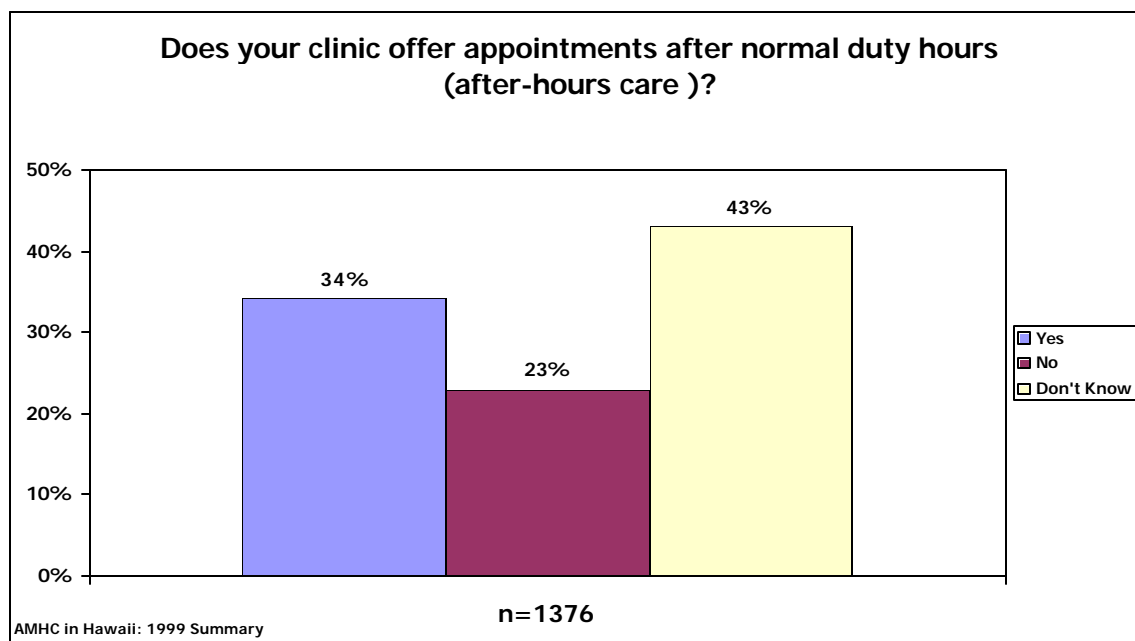
**Figure 23**



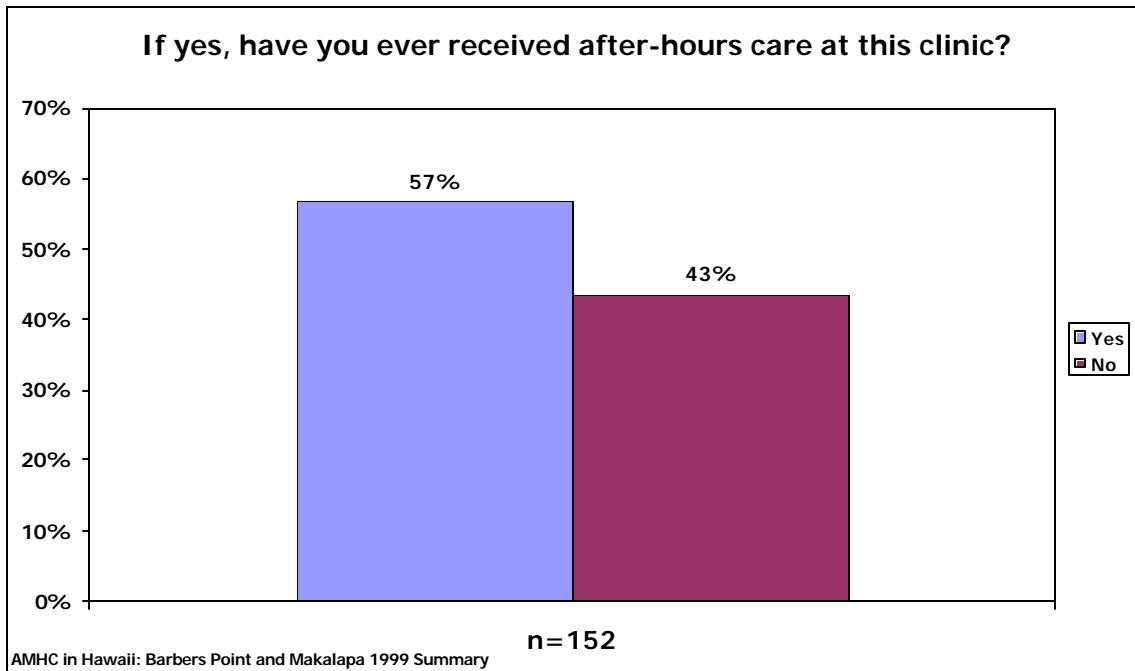
**Figure 24**



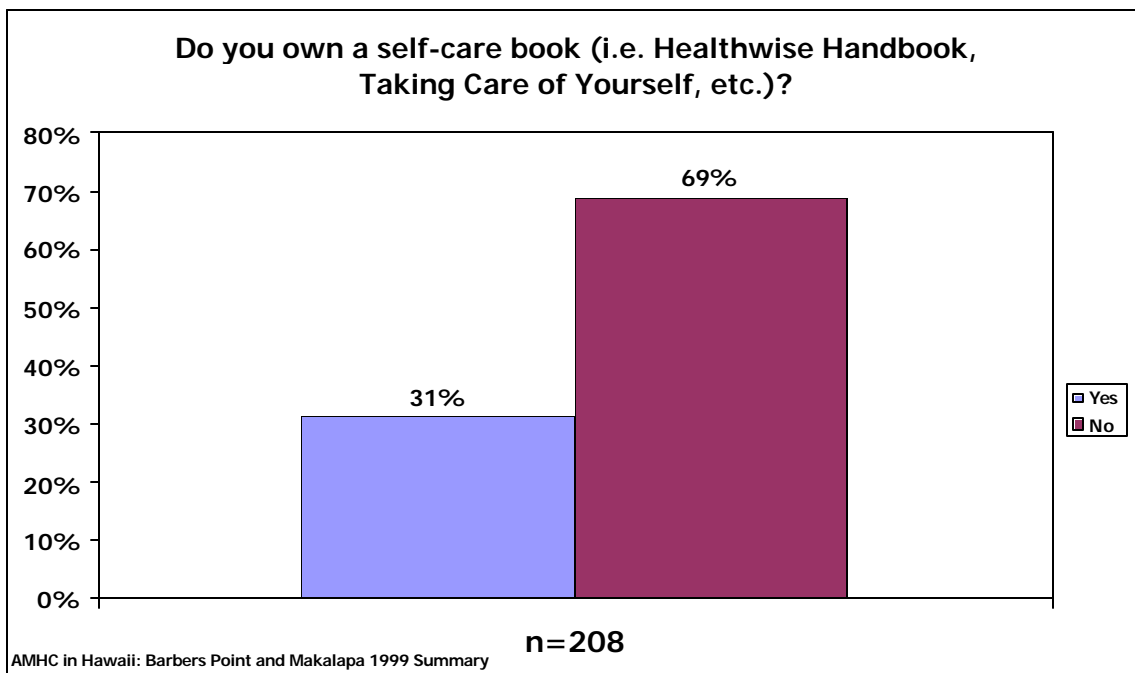
**Figure 25**



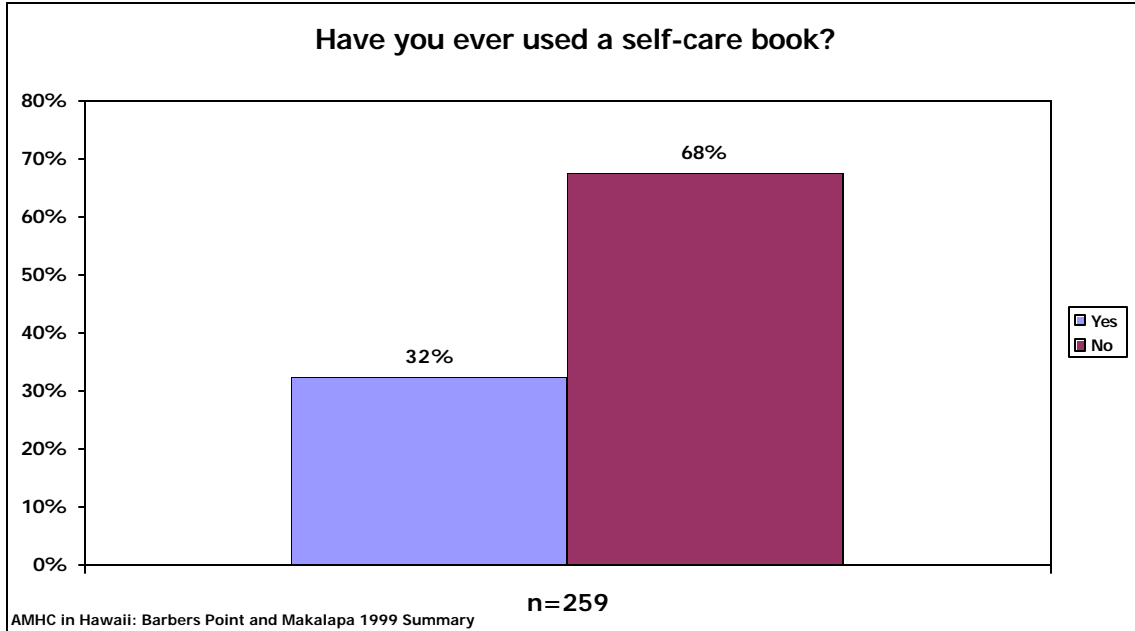
**Figure 26**



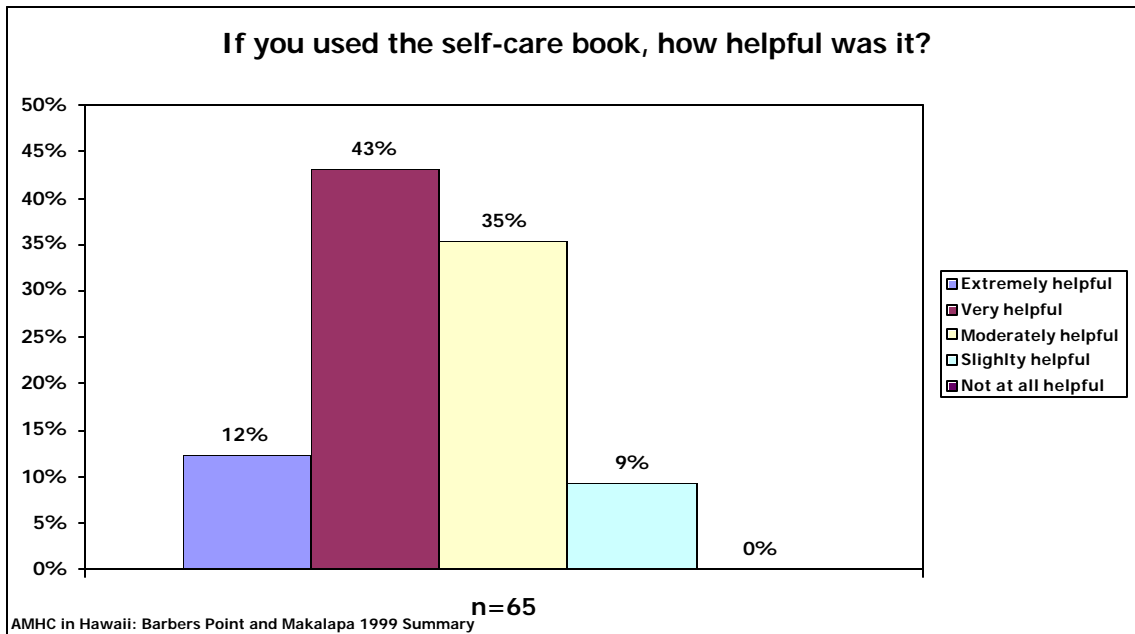
**Figure 27**



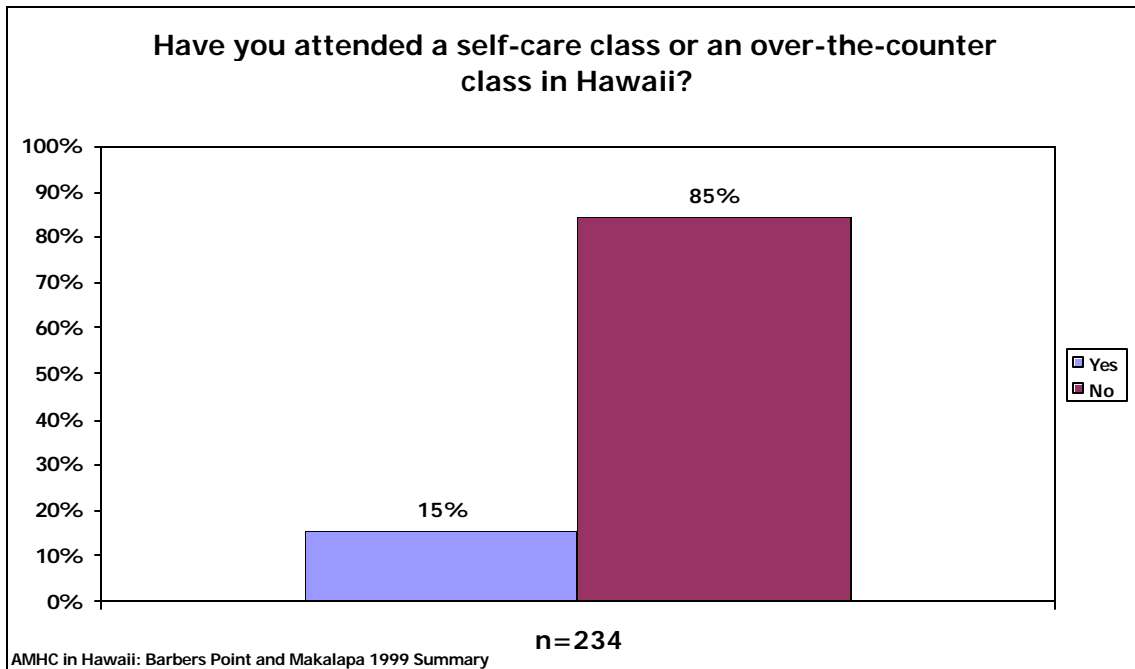
**Figure 28**



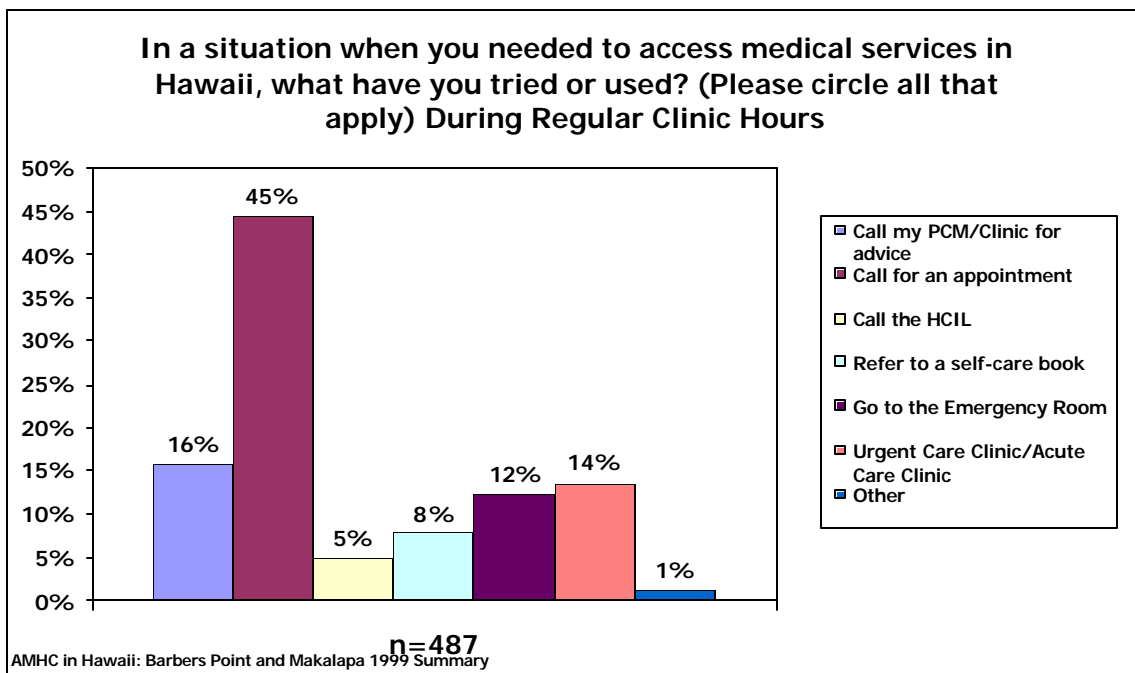
**Figure 29**



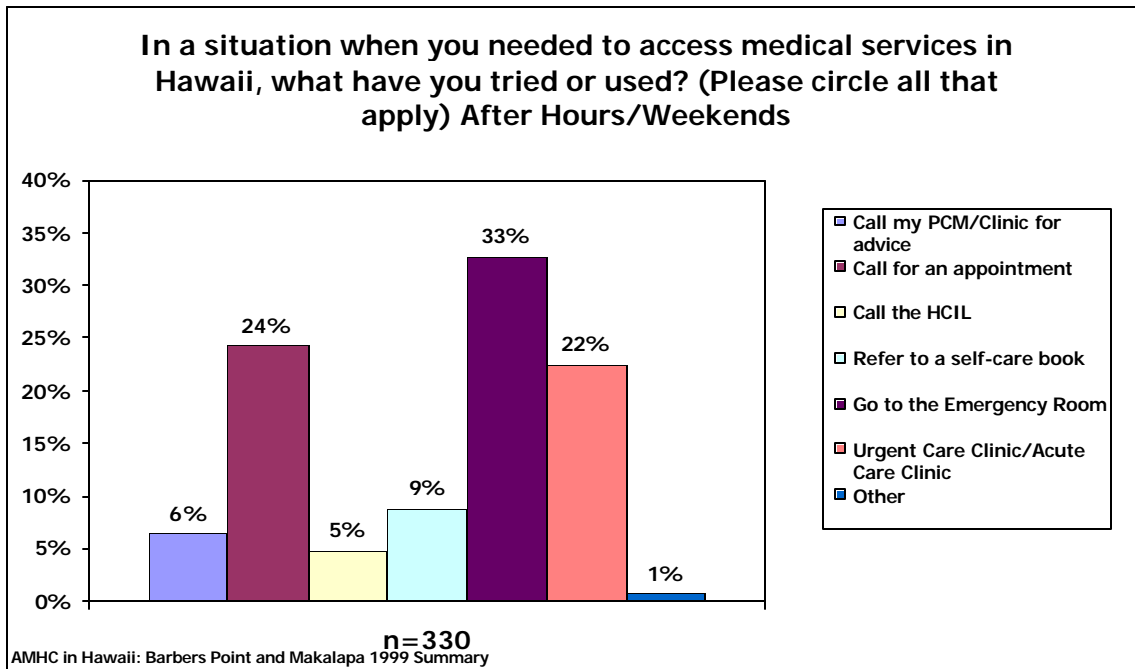
**Figure 30**



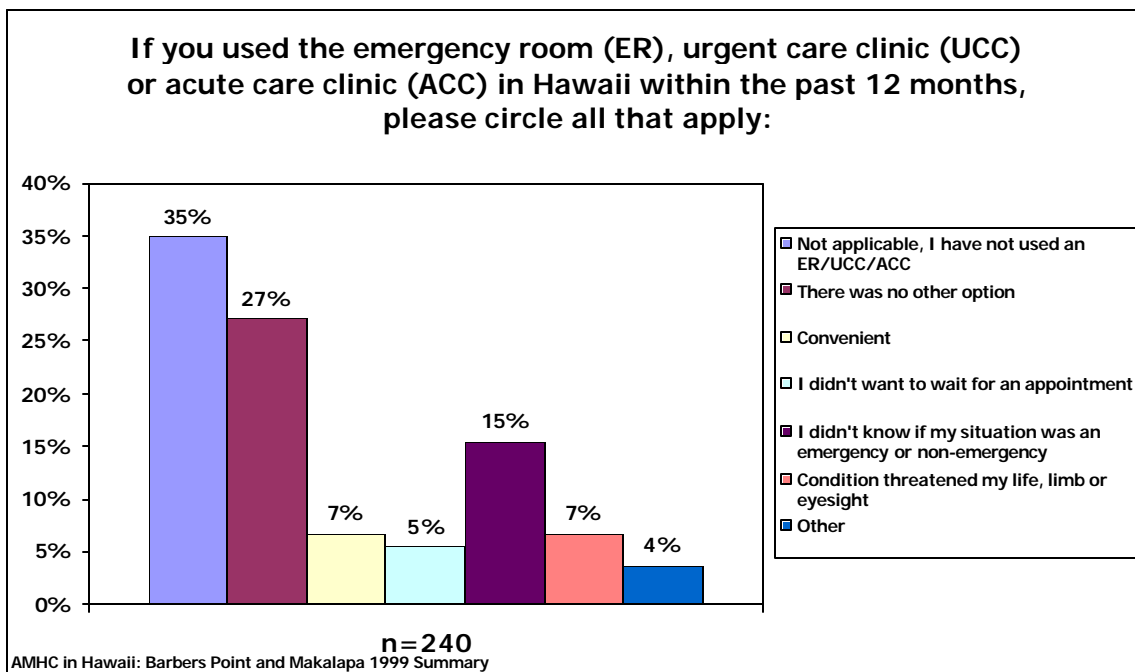
**Figure 31**



**Figure 32**



**Figure 33**



**Figure 34**

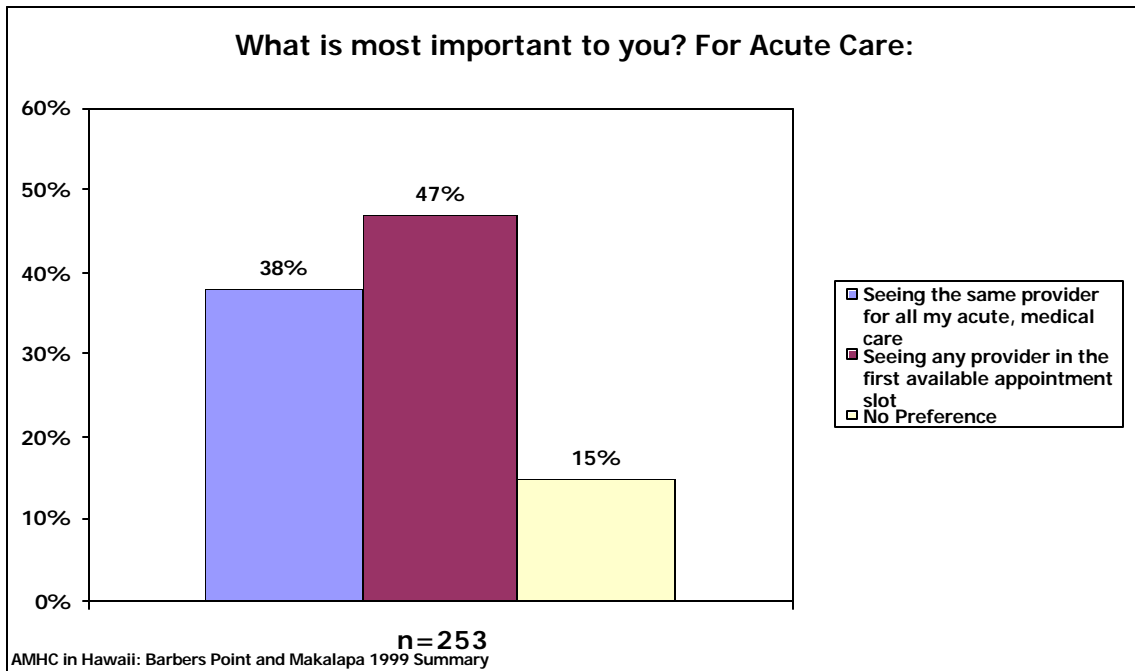


Figure 35

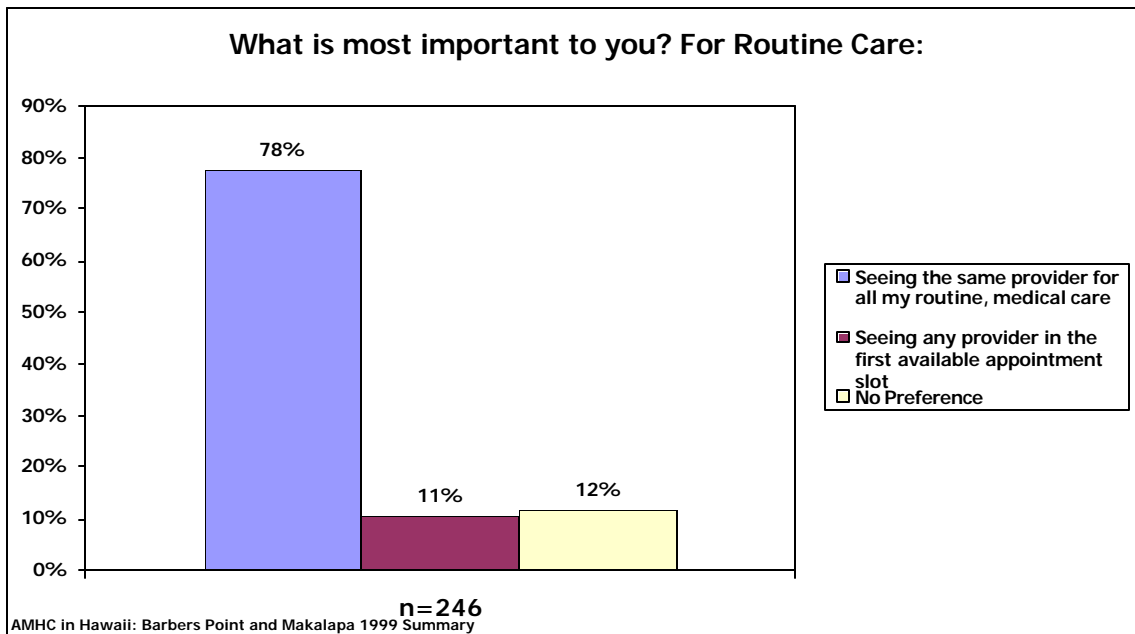
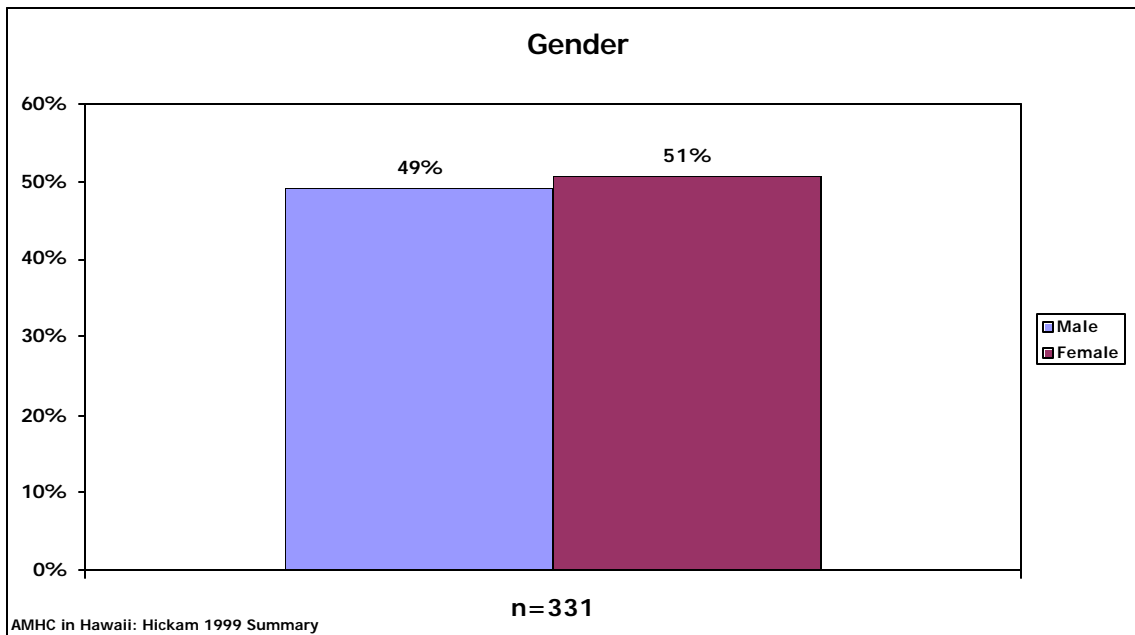
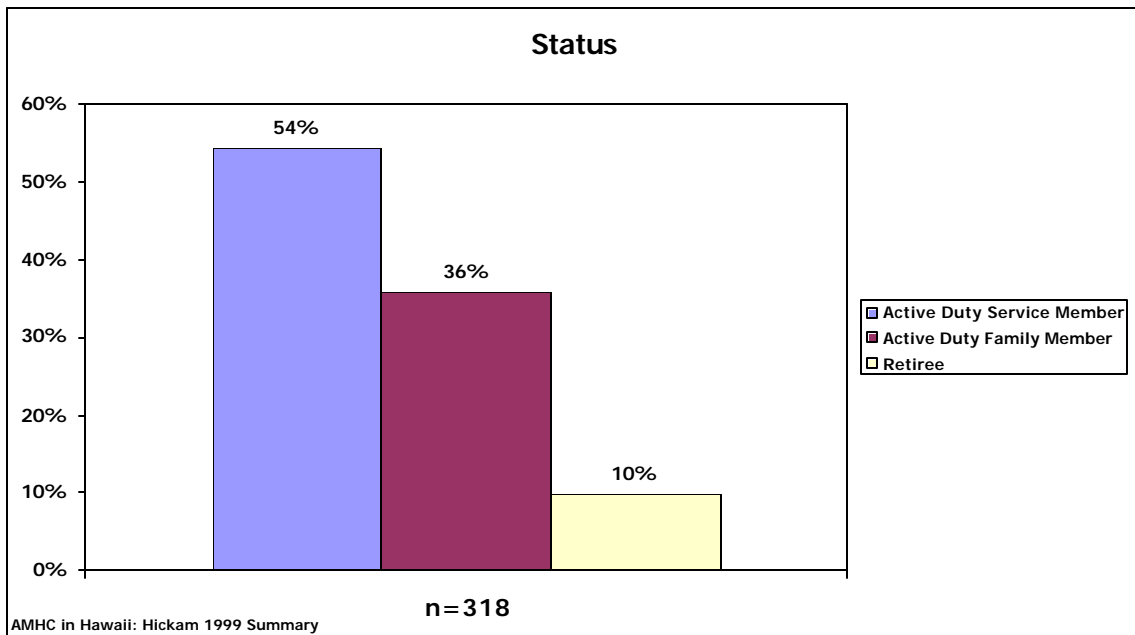


Figure 36

## AMH in Hawaii: Hickam 1999 Summary Report

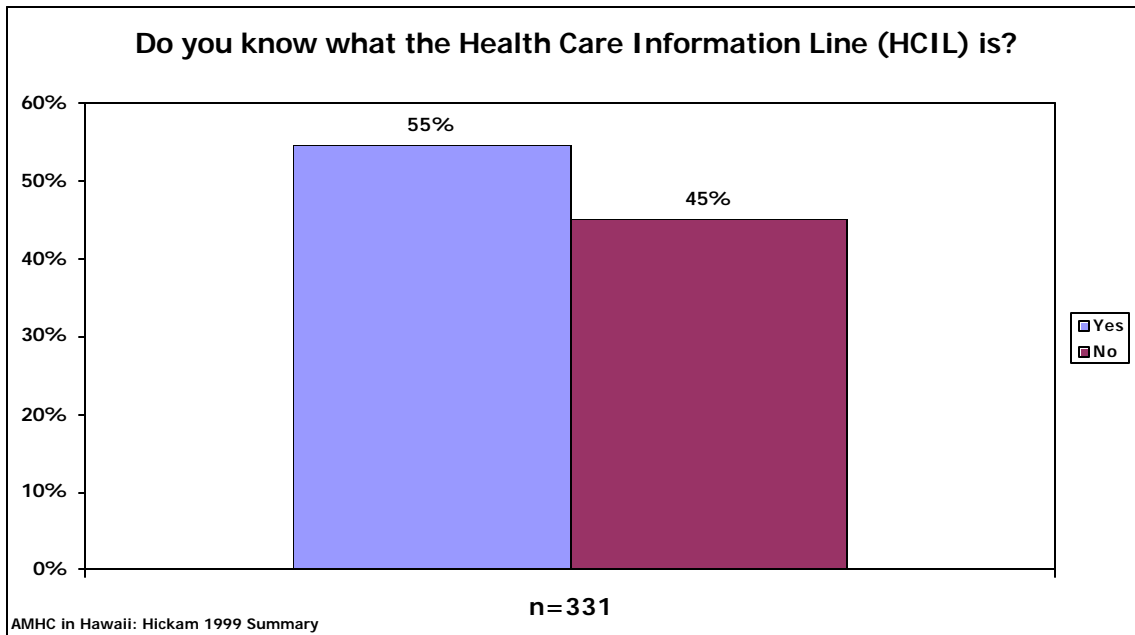


**Figure 37**

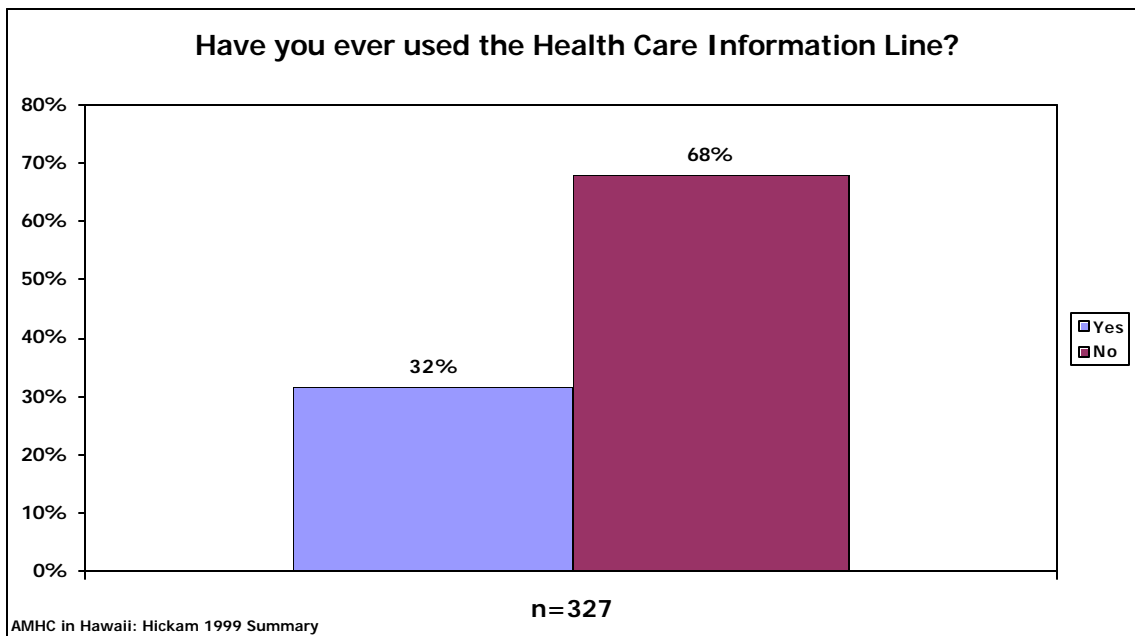


**Figure 38**

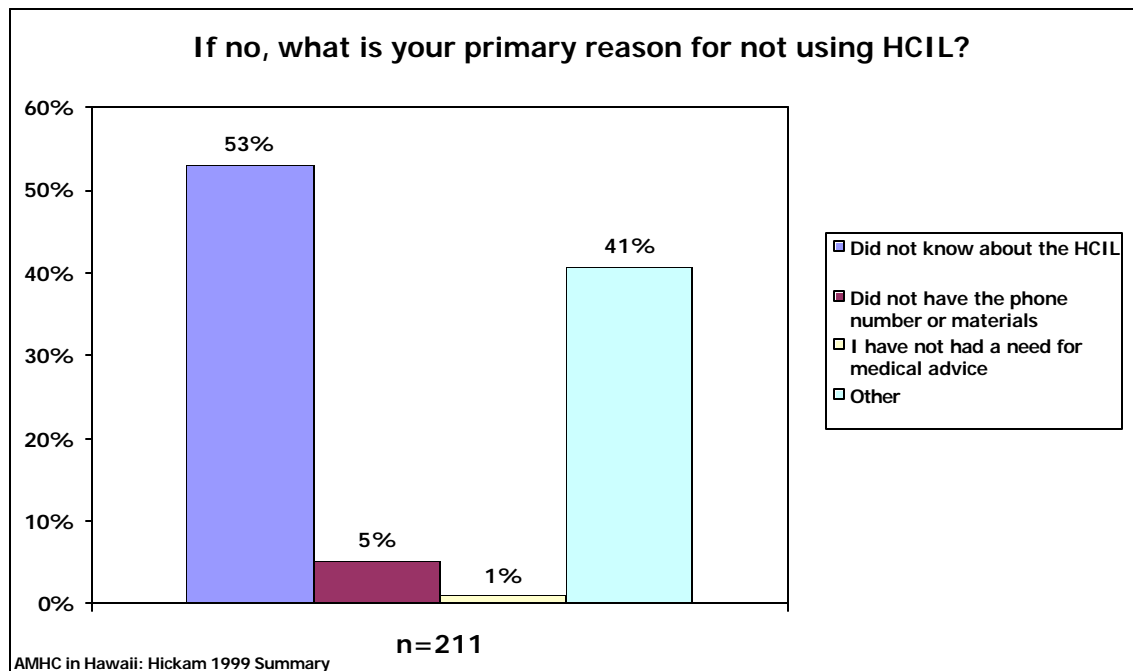




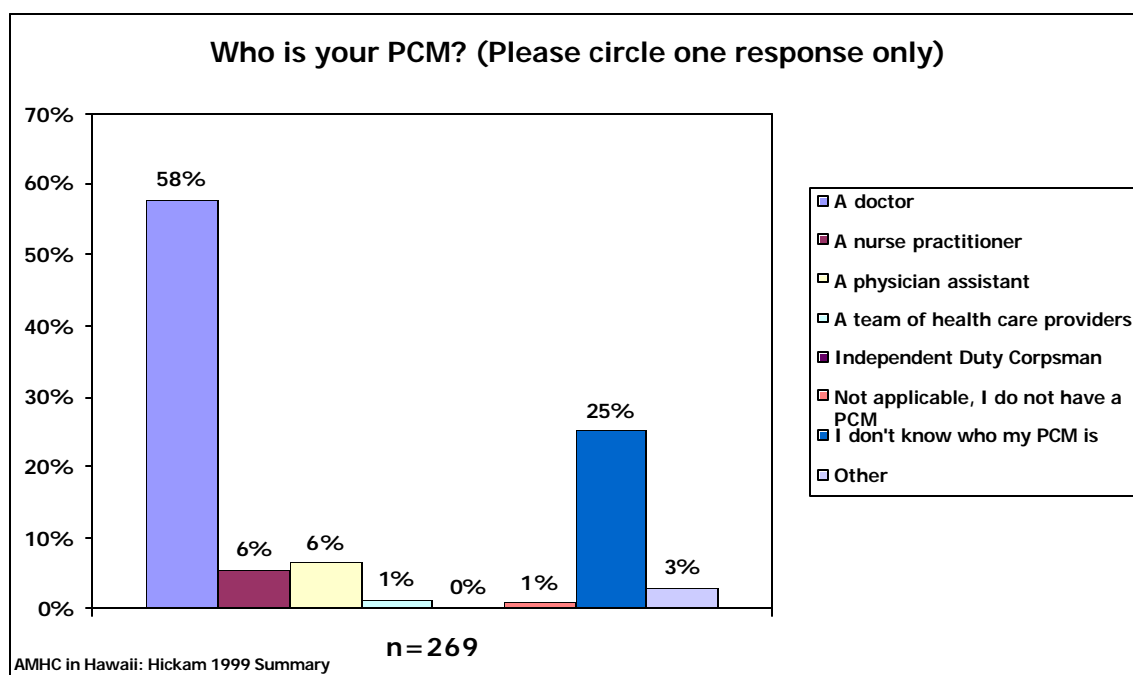
**Figure 39**



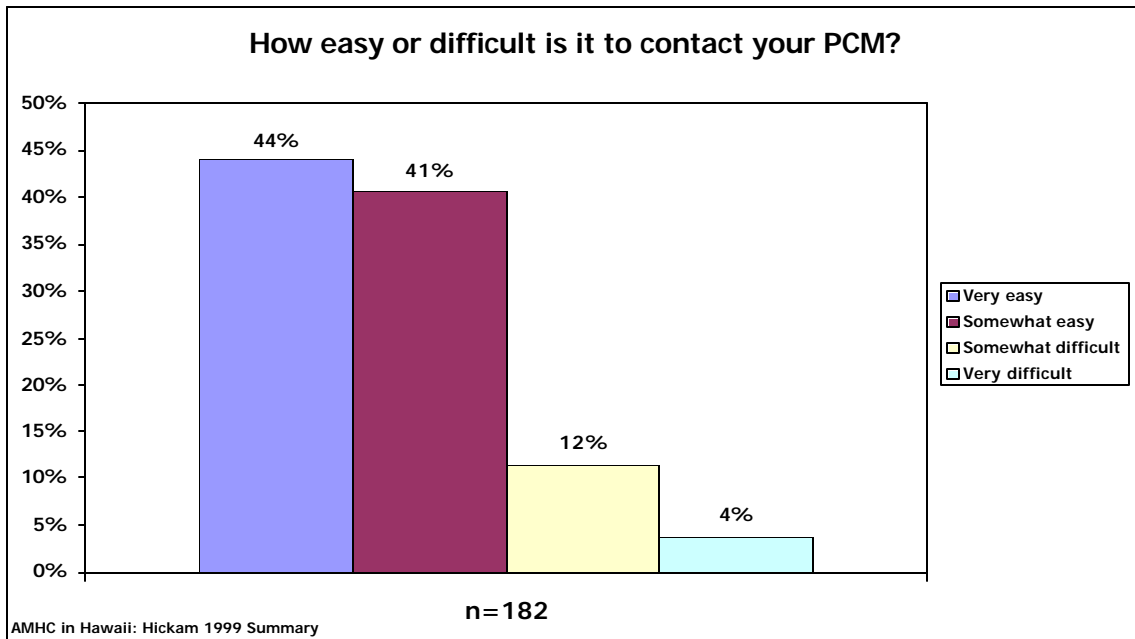
**Figure 40**



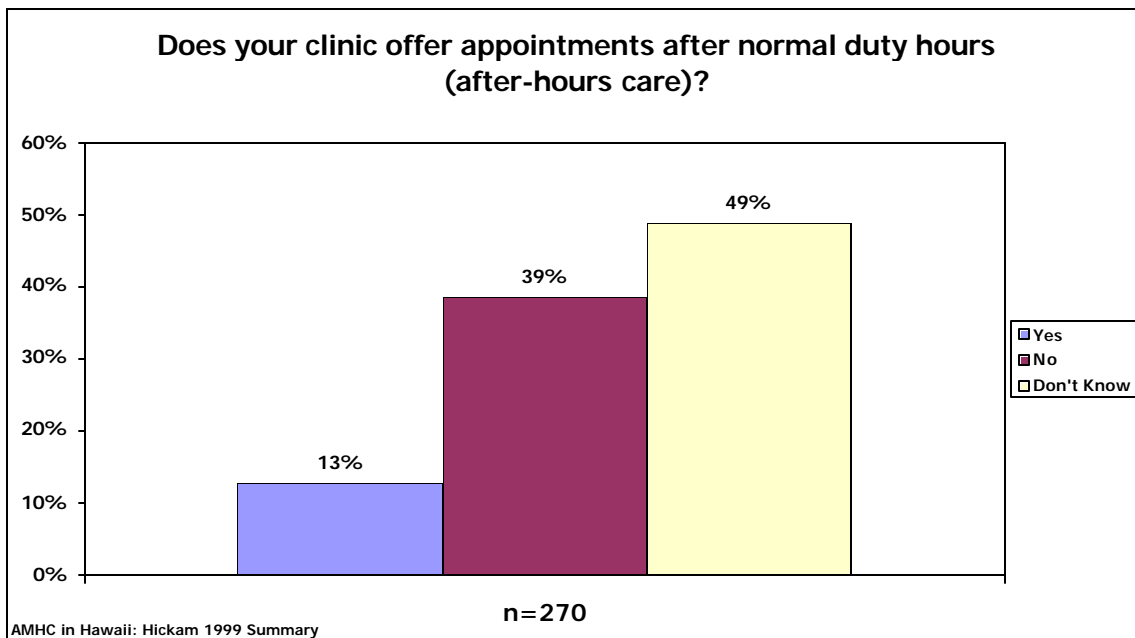
**Figure 41**



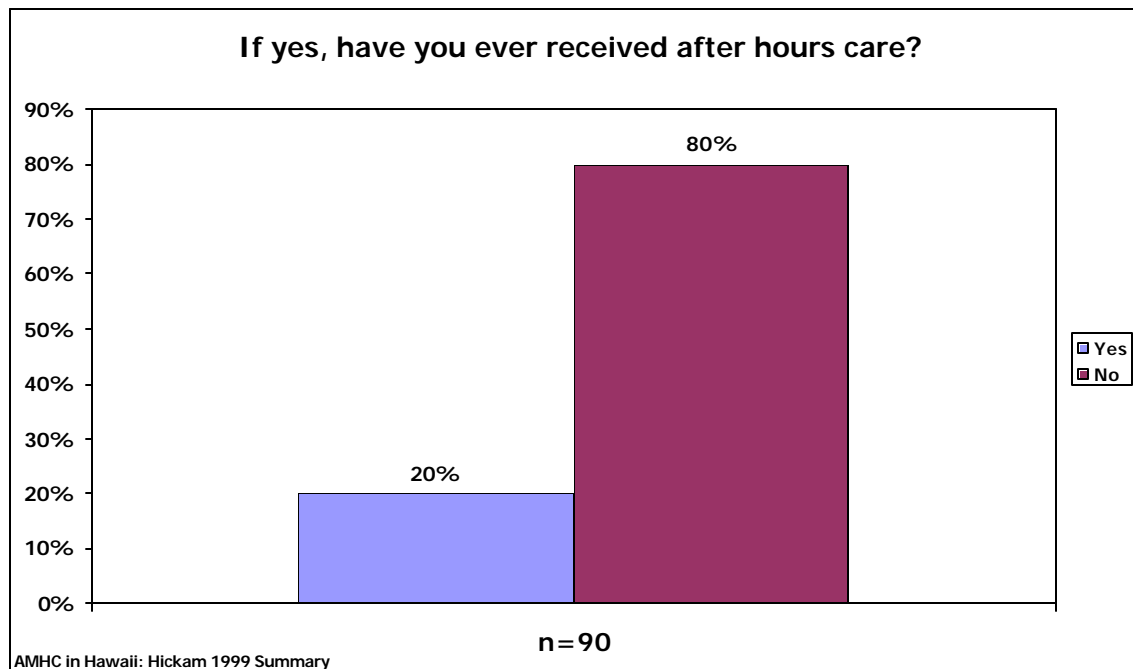
**Figure 42**



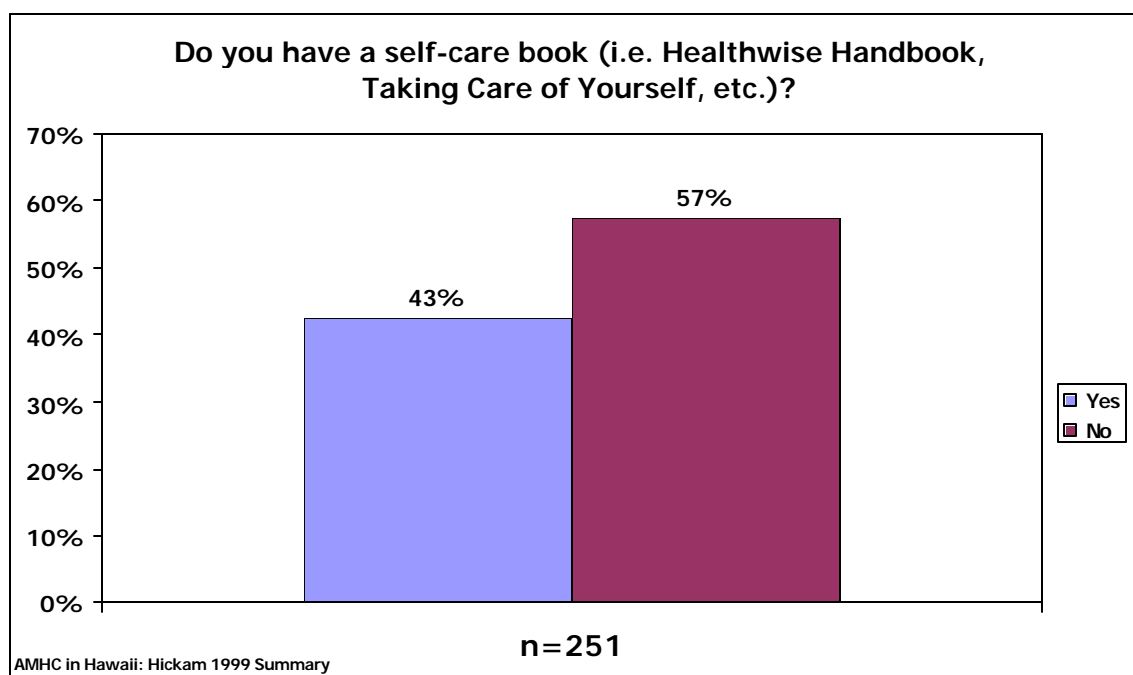
**Figure 43**



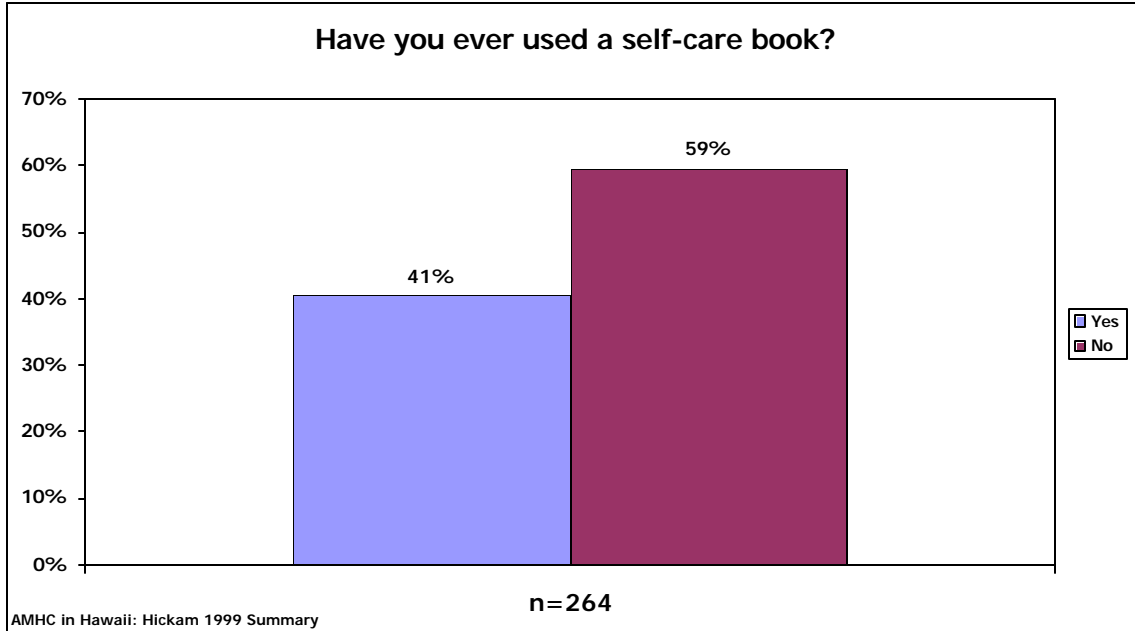
**Figure 44**



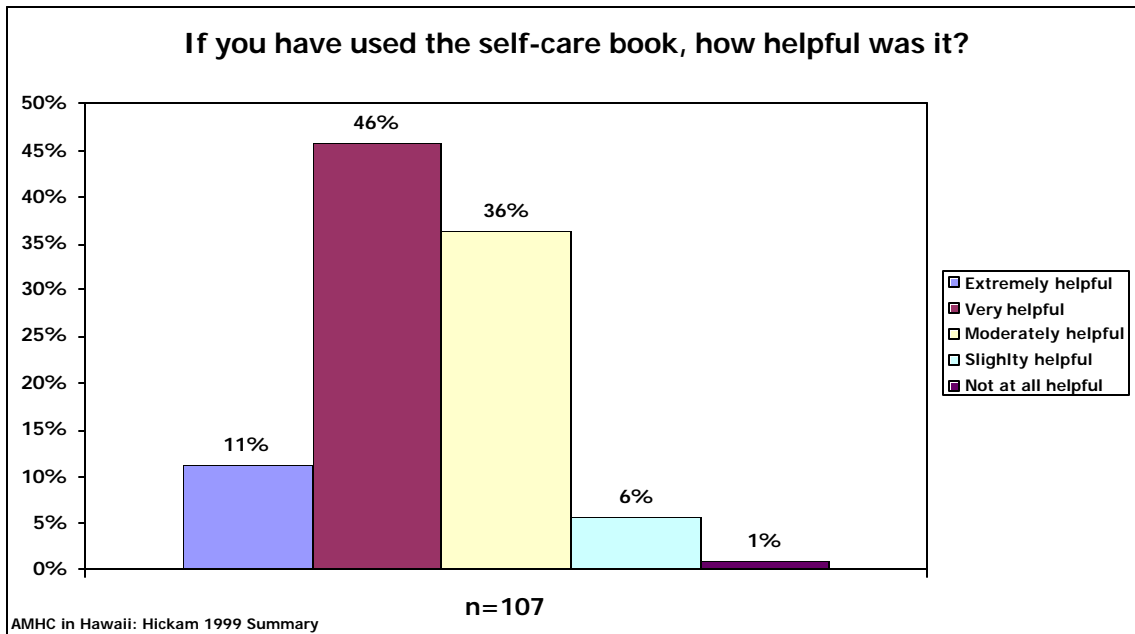
**Figure 45**



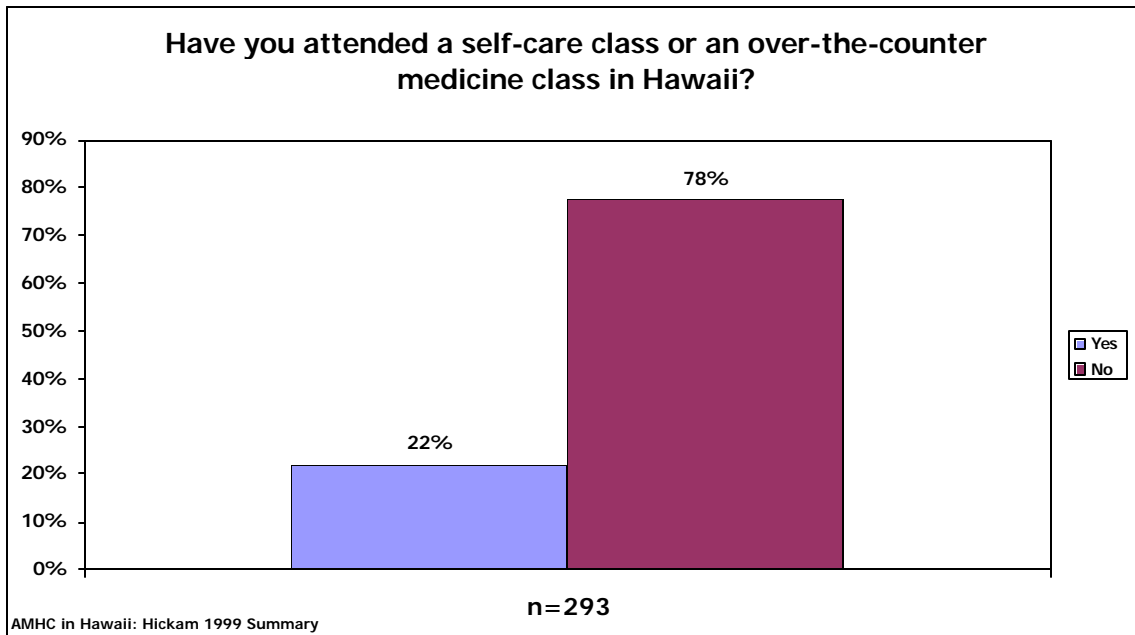
**Figure 46**



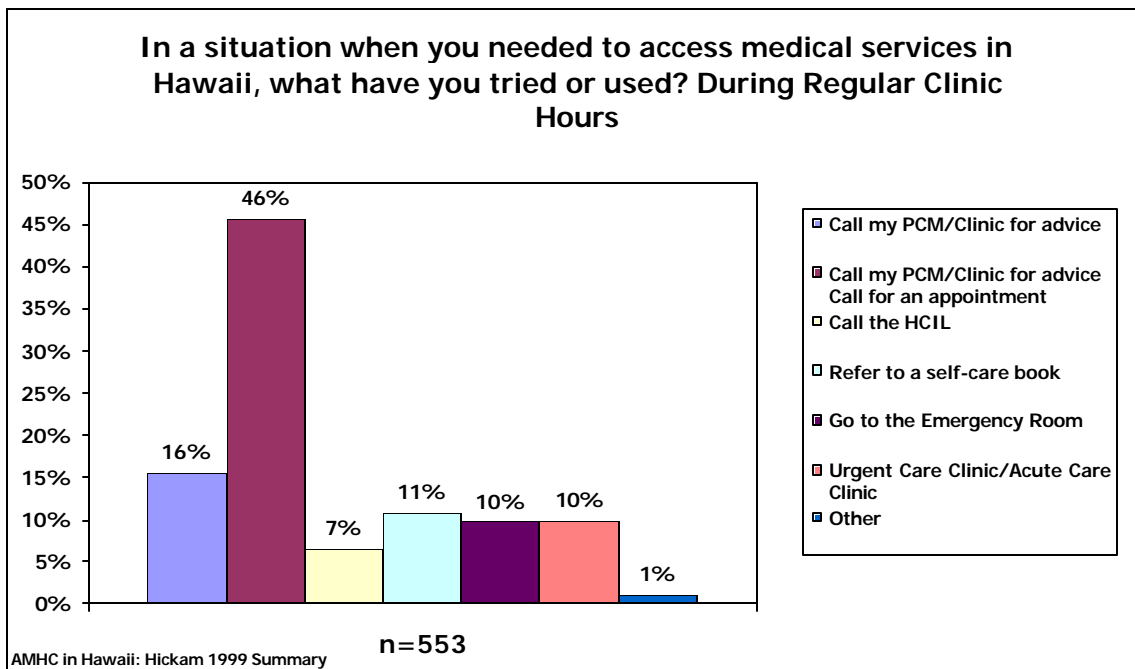
**Figure 47**



**Figure 48**



**Figure 49**



**Figure 50**

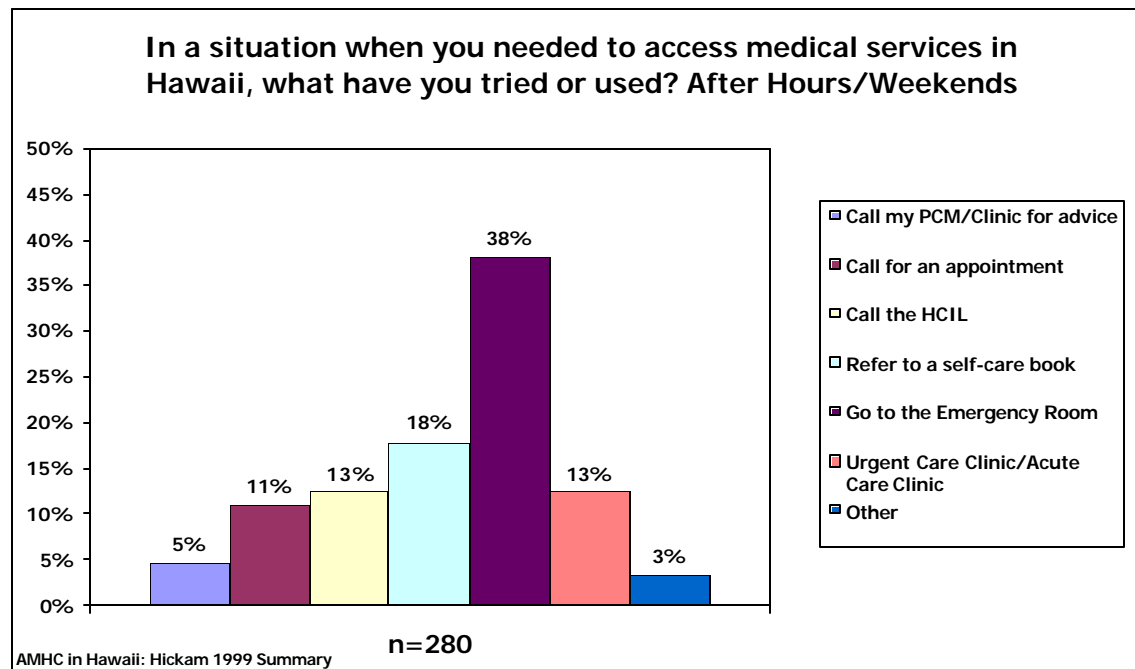


Figure 51

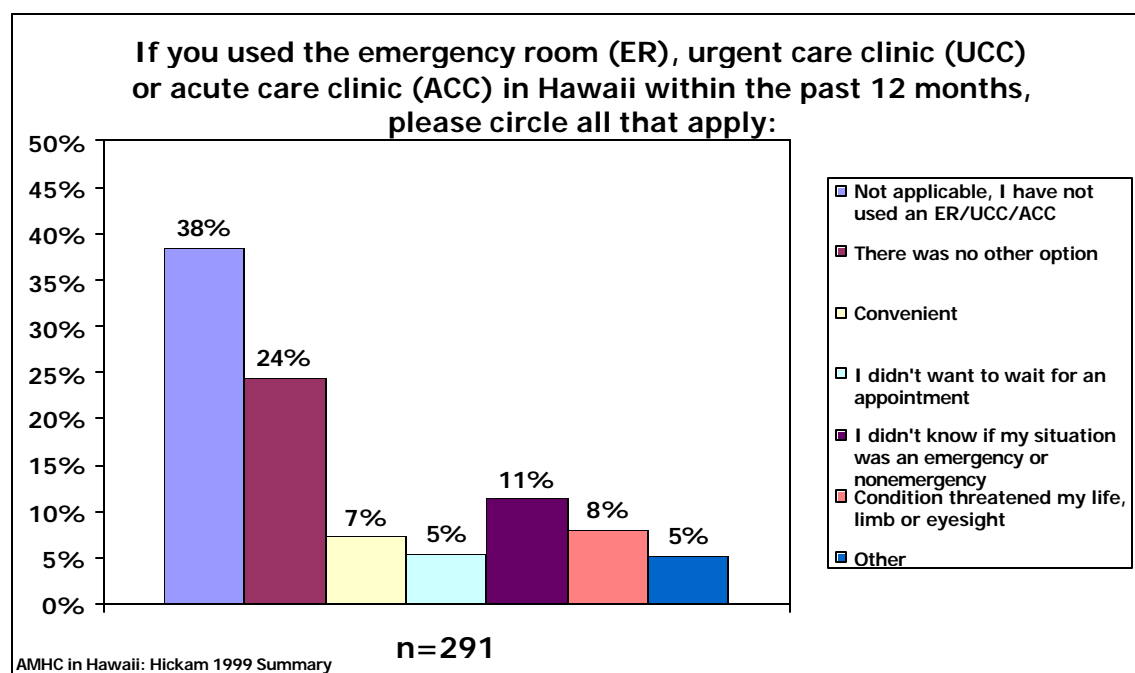
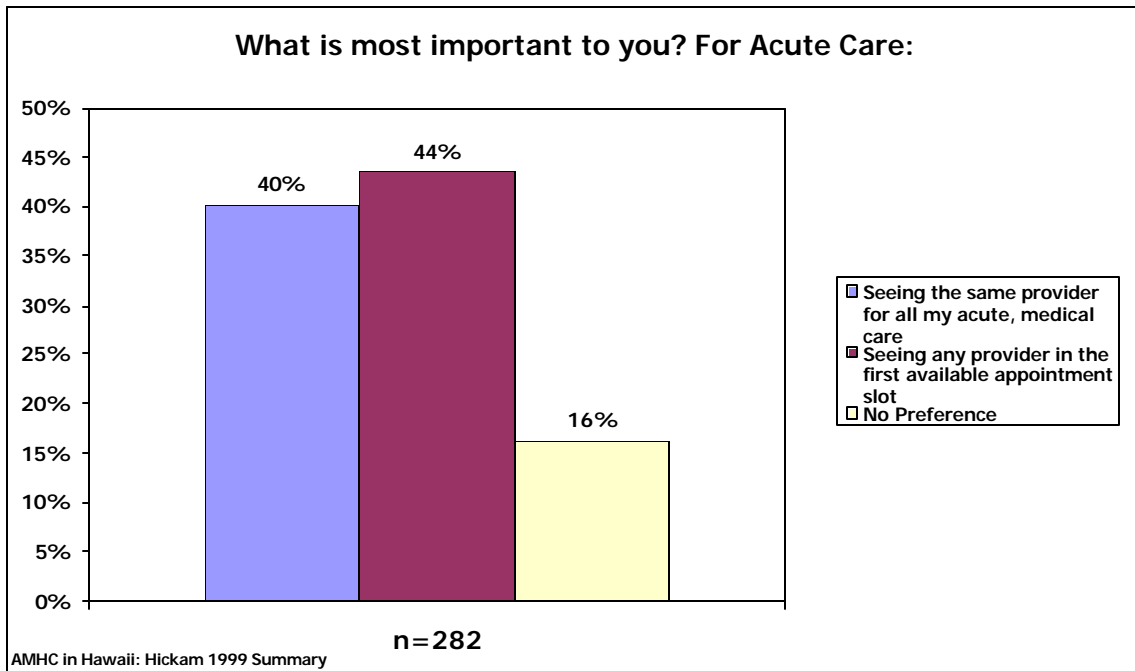
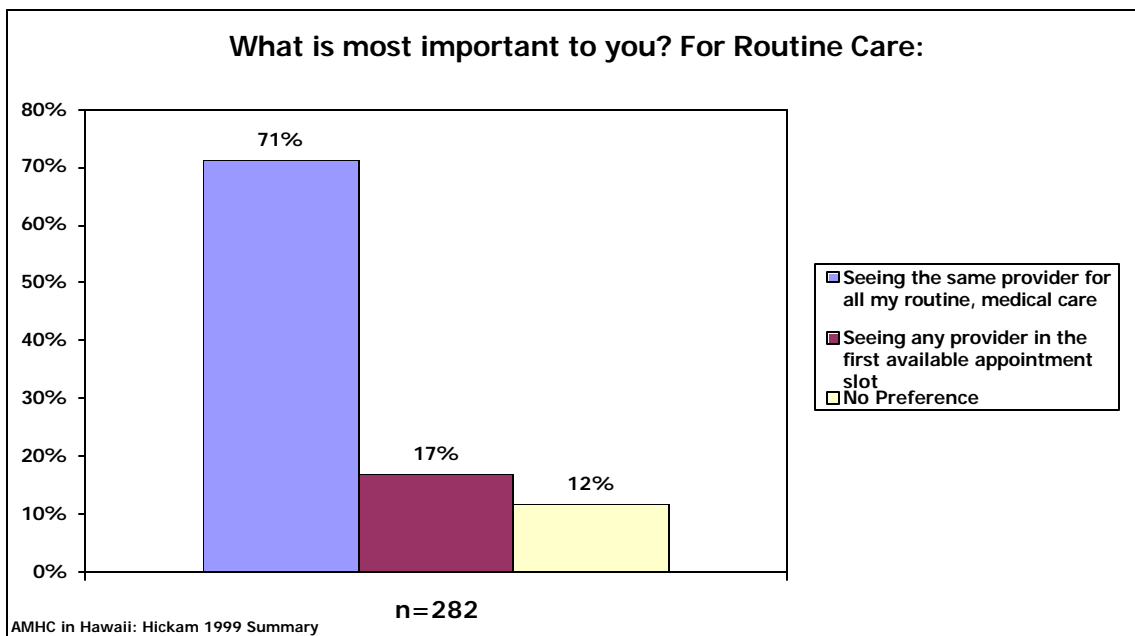


Figure 52



**Figure 53**



**Figure 54**



## AMHC in Hawaii: Kaneohe 1999 Summary Report

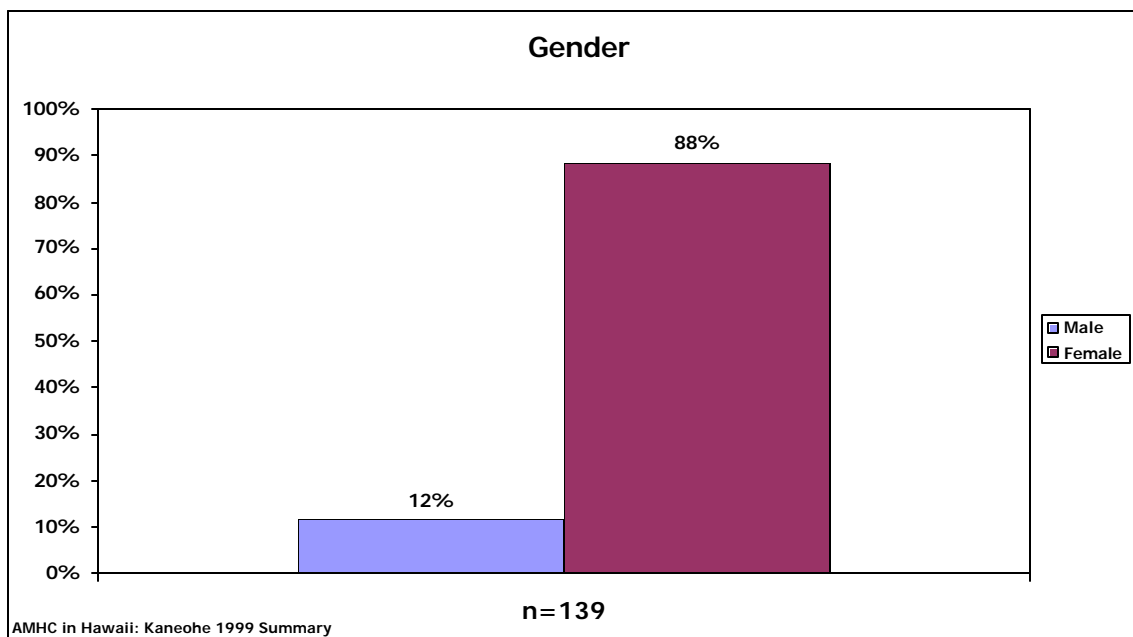


Figure 55

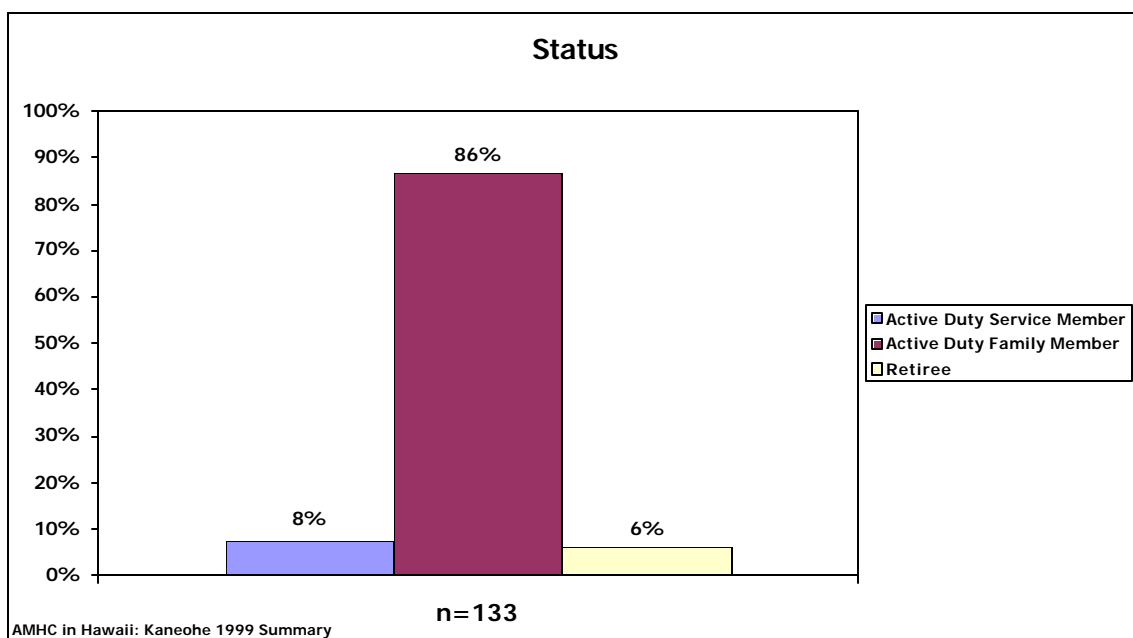
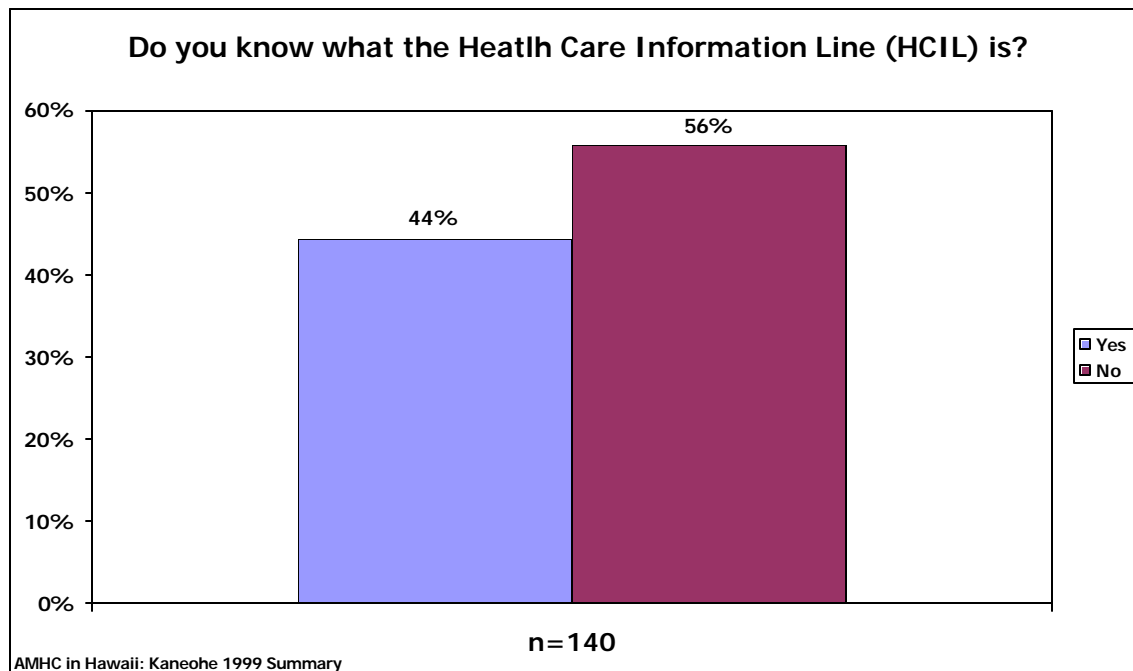
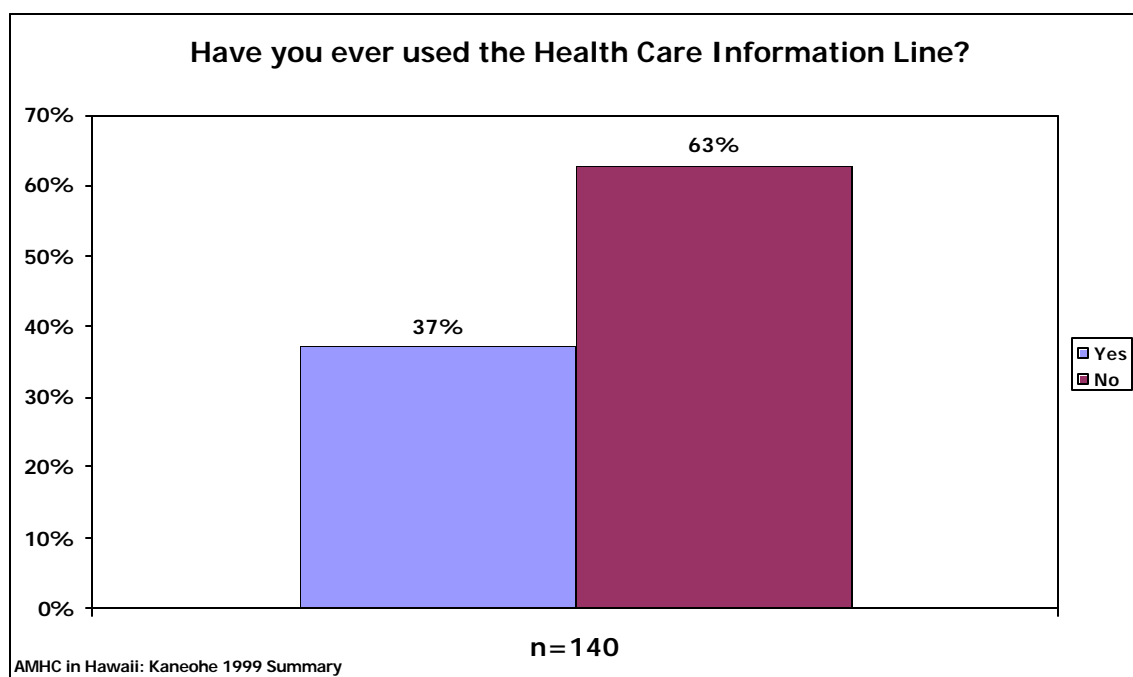


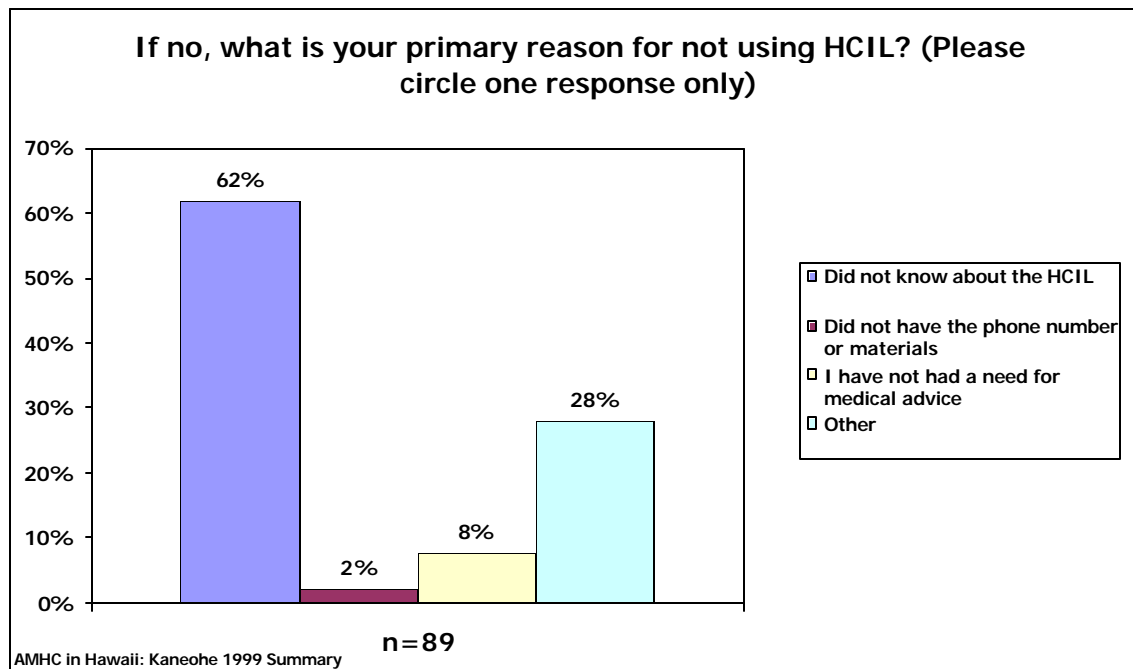
Figure 56



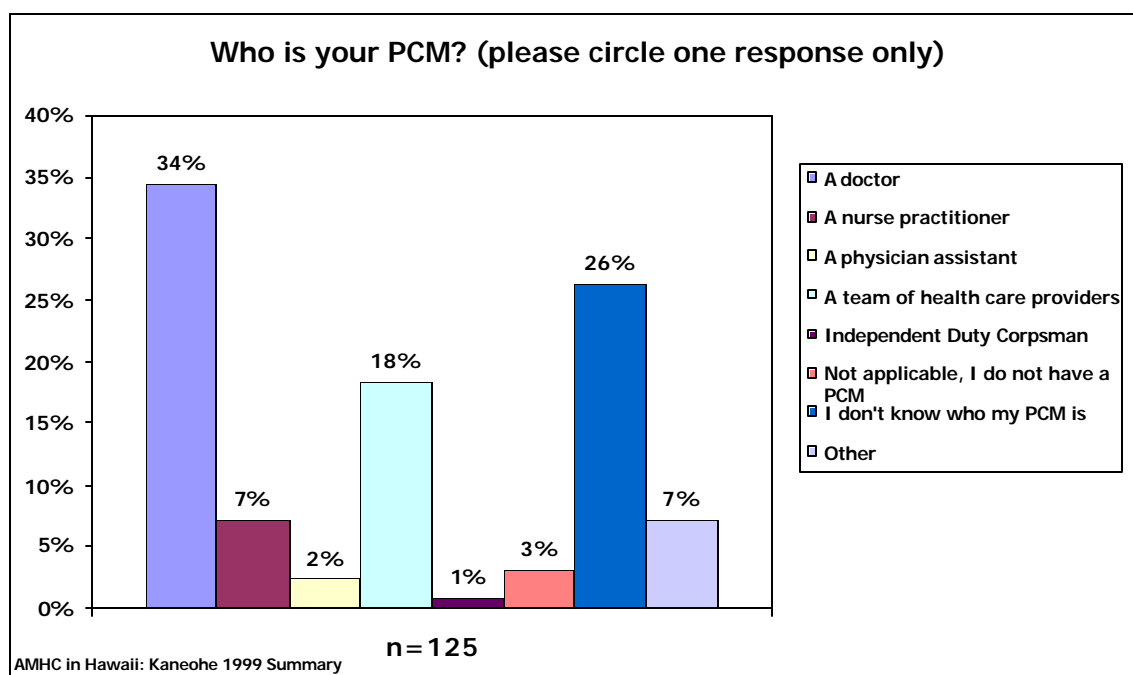
**Figure 57**



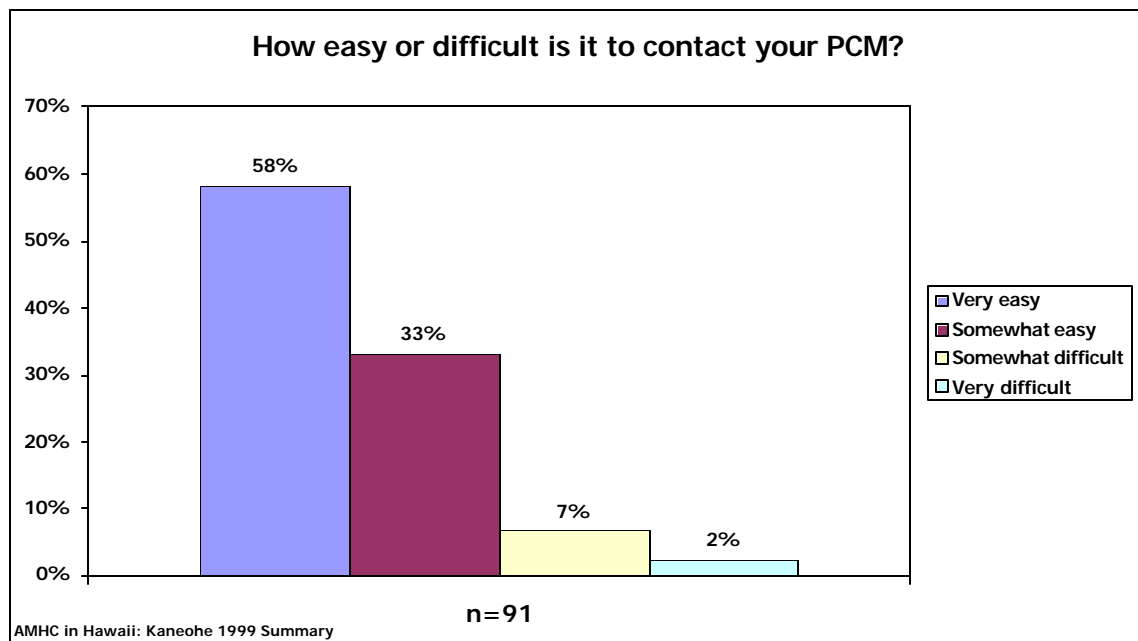
**Figure 58**



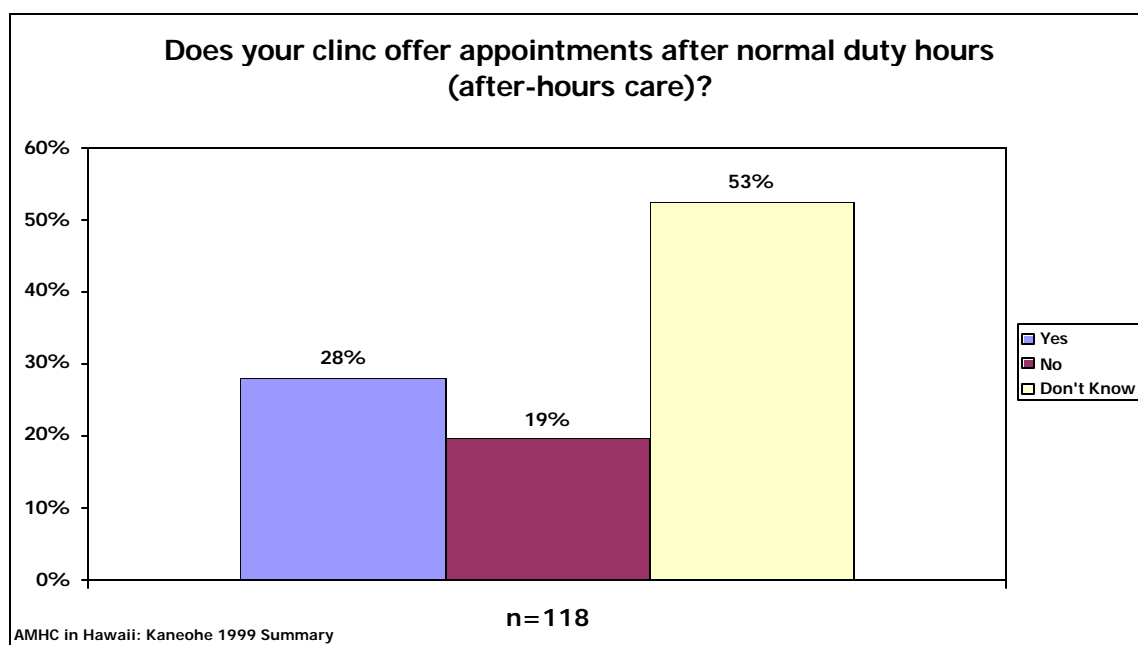
**Figure 59**



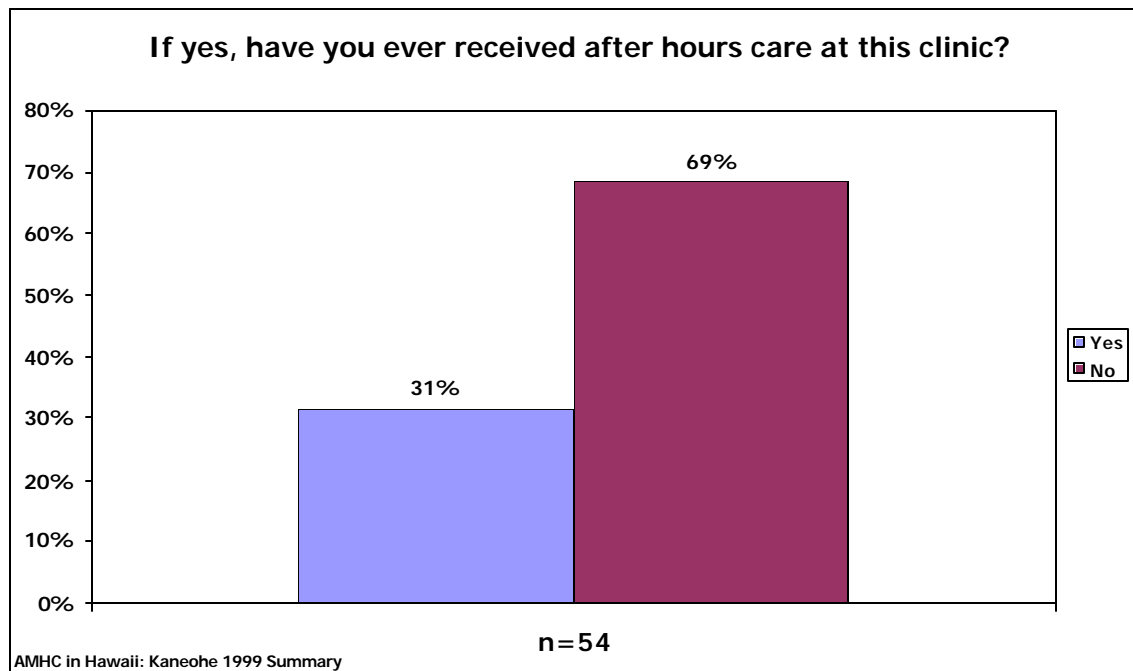
**Figure 60**



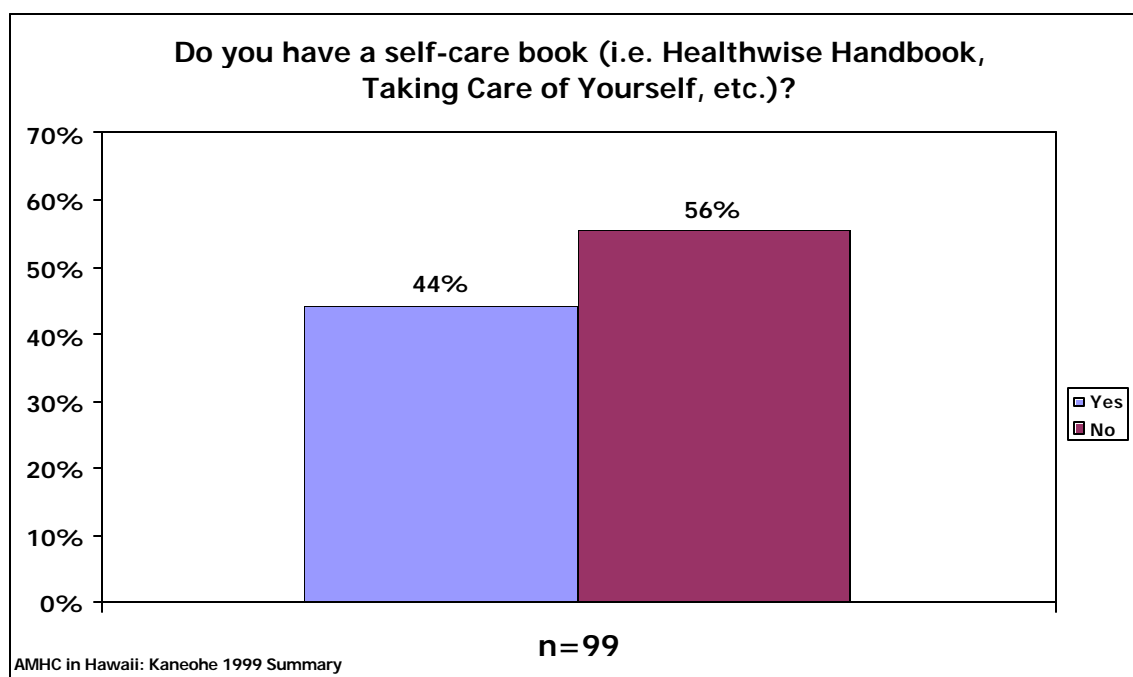
**Figure 61**



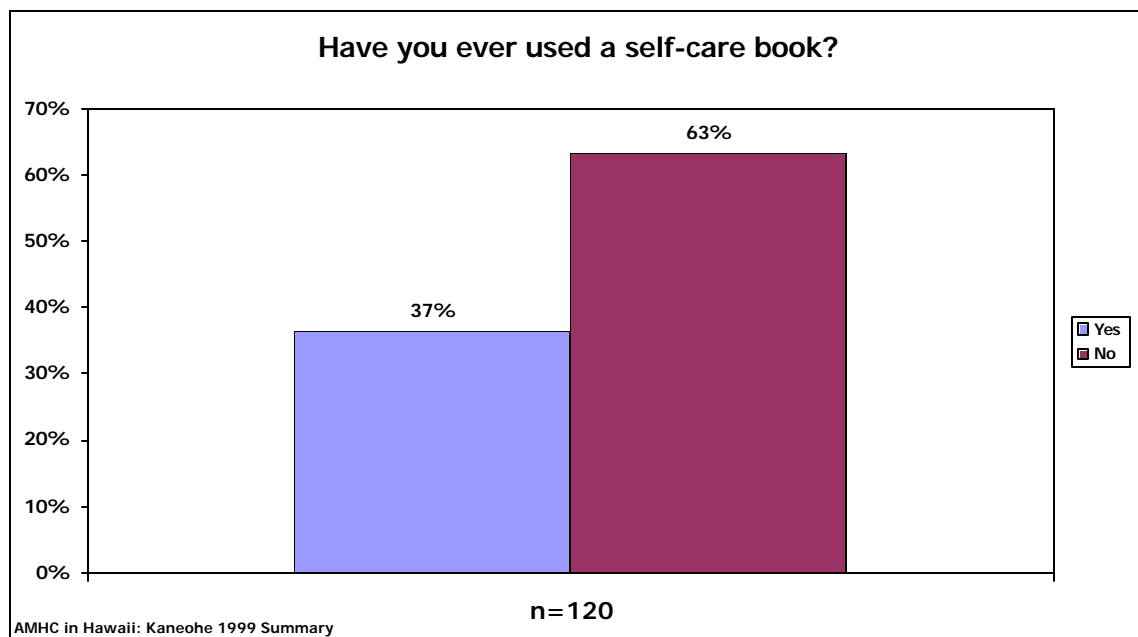
**Figure 62**



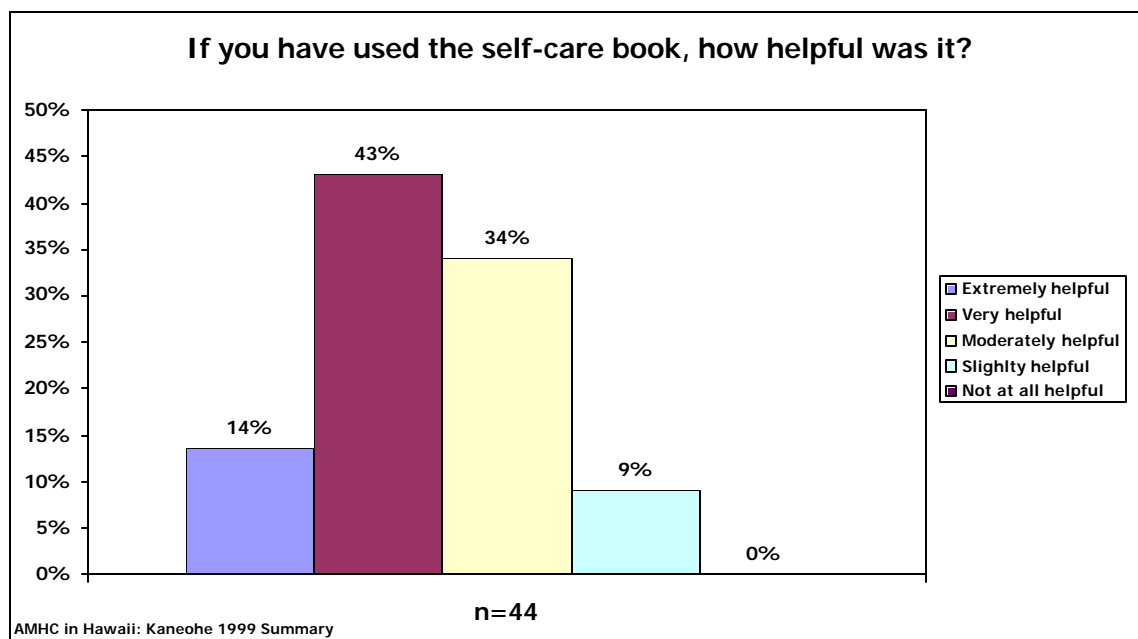
**Figure 63**



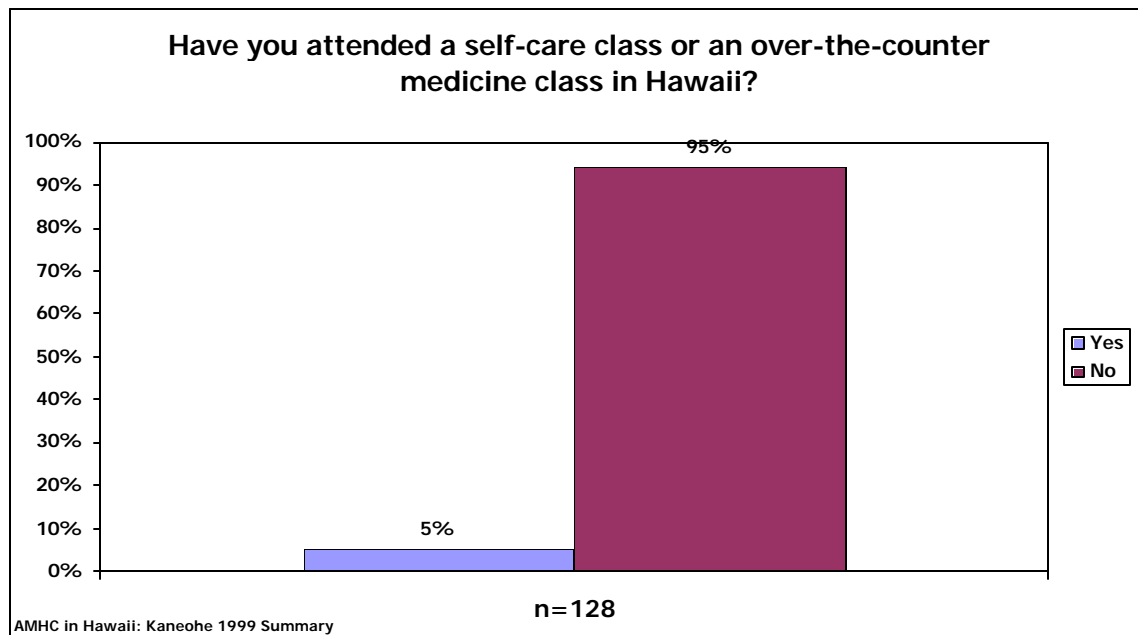
**Figure 64**



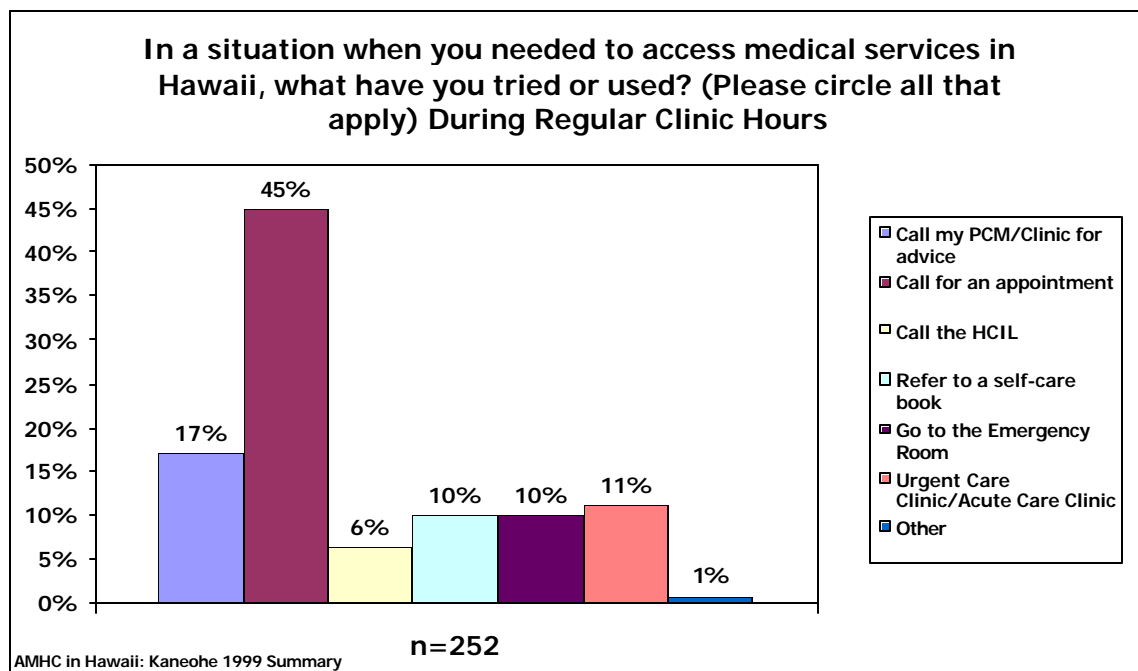
**Figure 65**



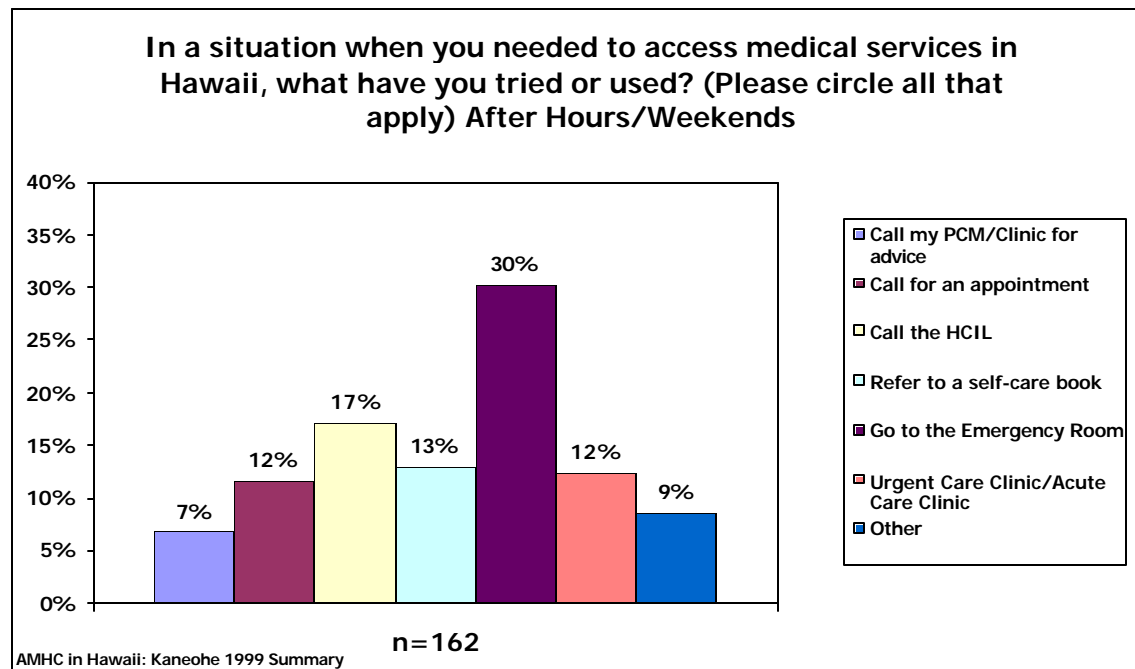
**Figure 66**



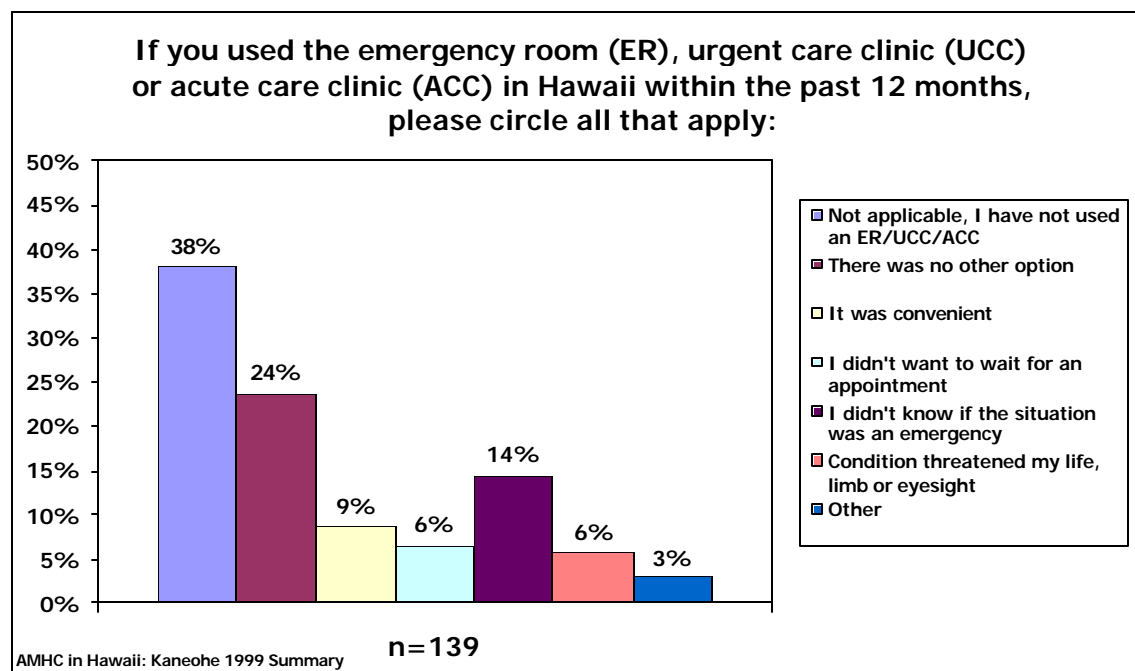
**Figure 67**



**Figure 68**

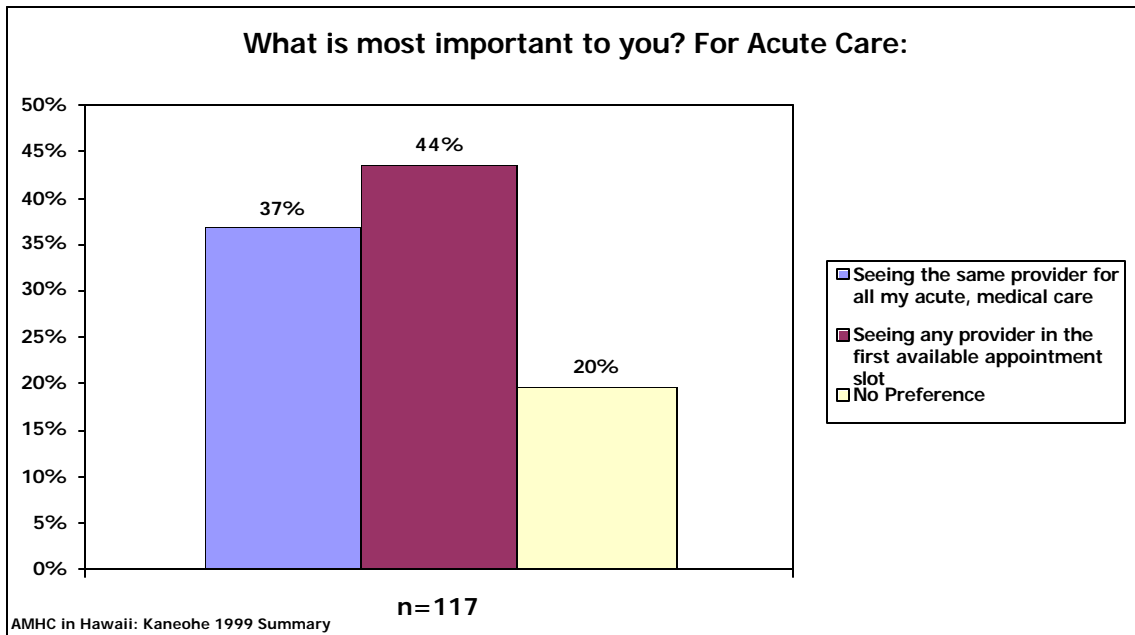


**Figure 69**

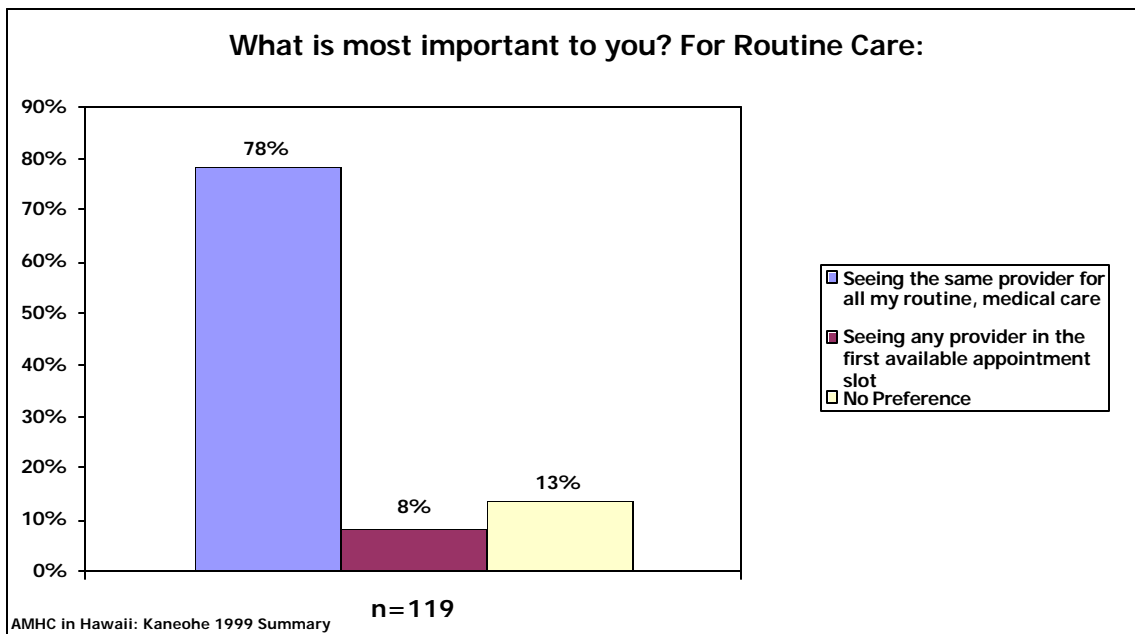


**Figure 70**



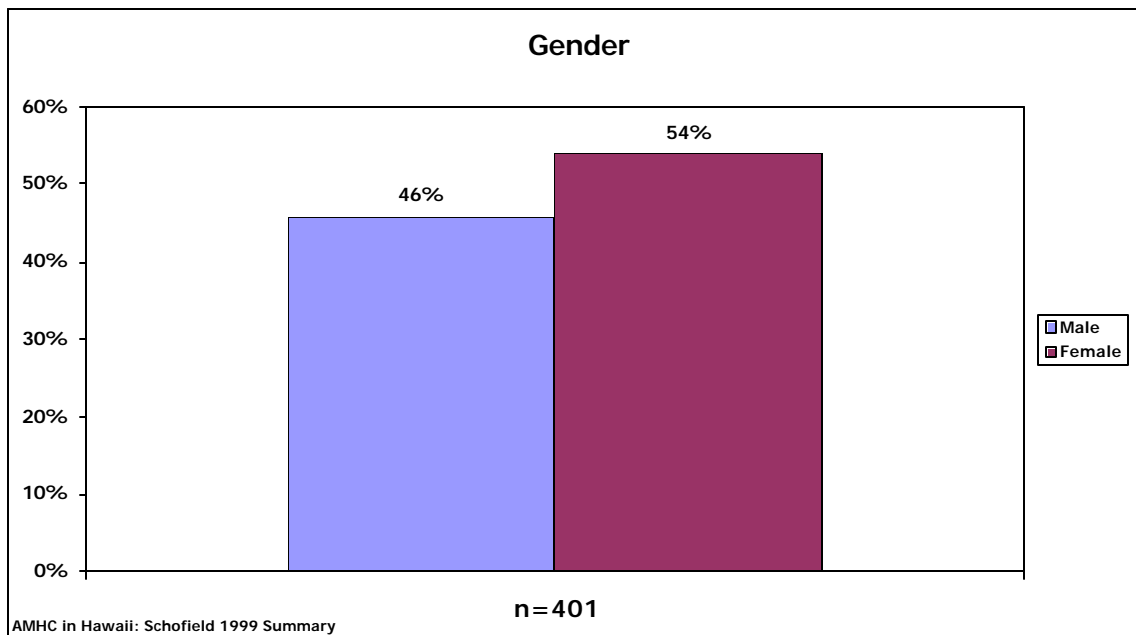


**Figure 71**

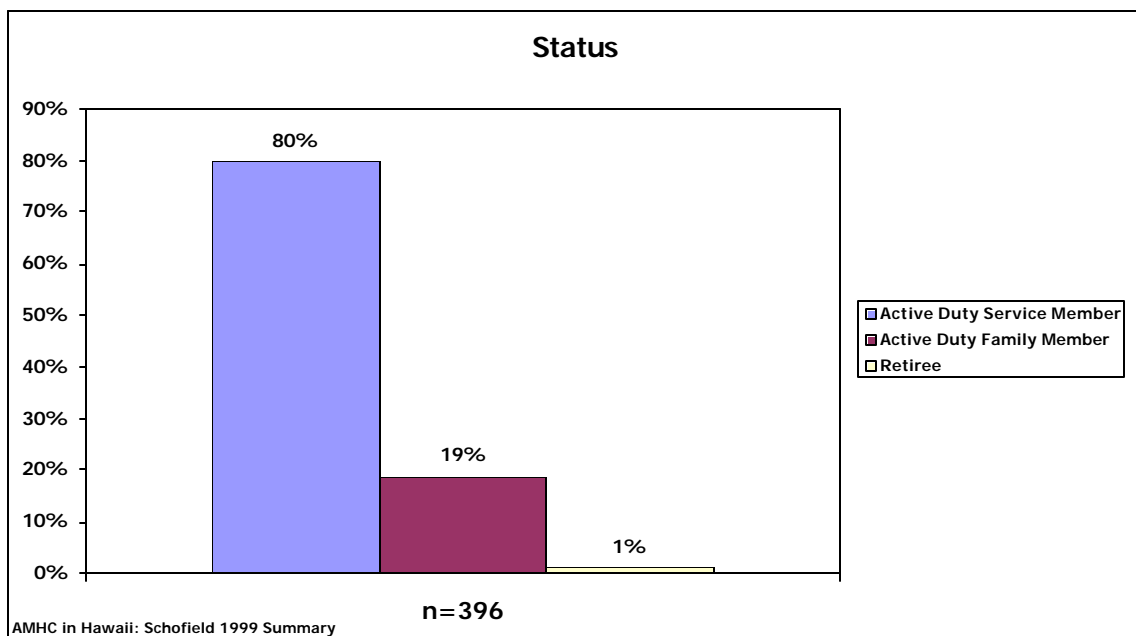


**Figure 72**

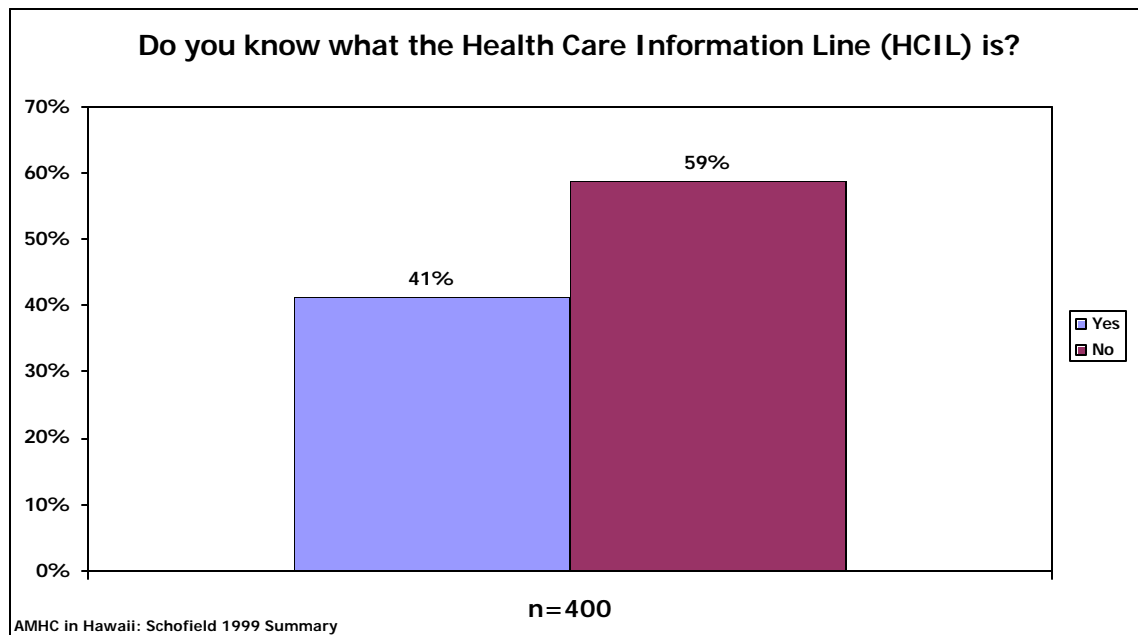
## AMHC in Hawaii: Schofield 1999 Summary Report



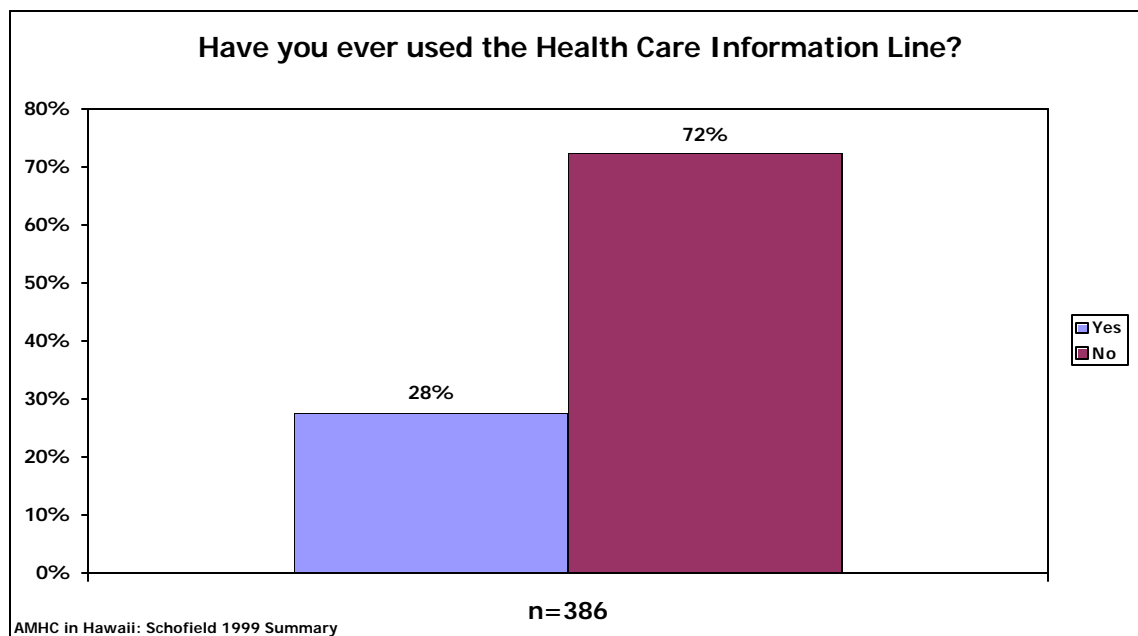
**Figure 73**



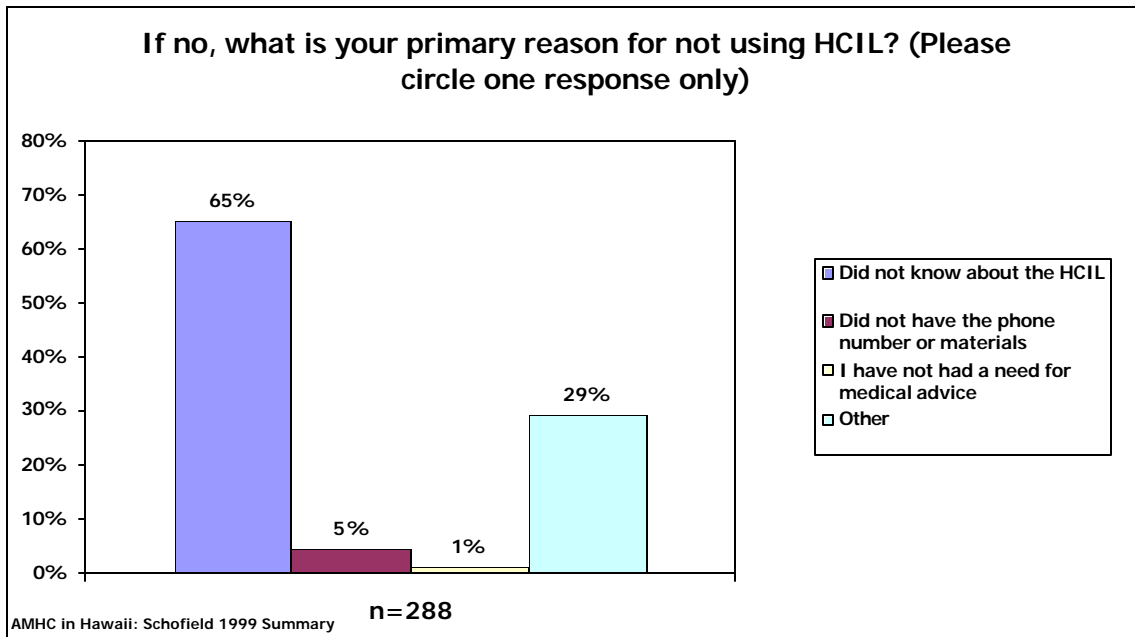
**Figure 74**



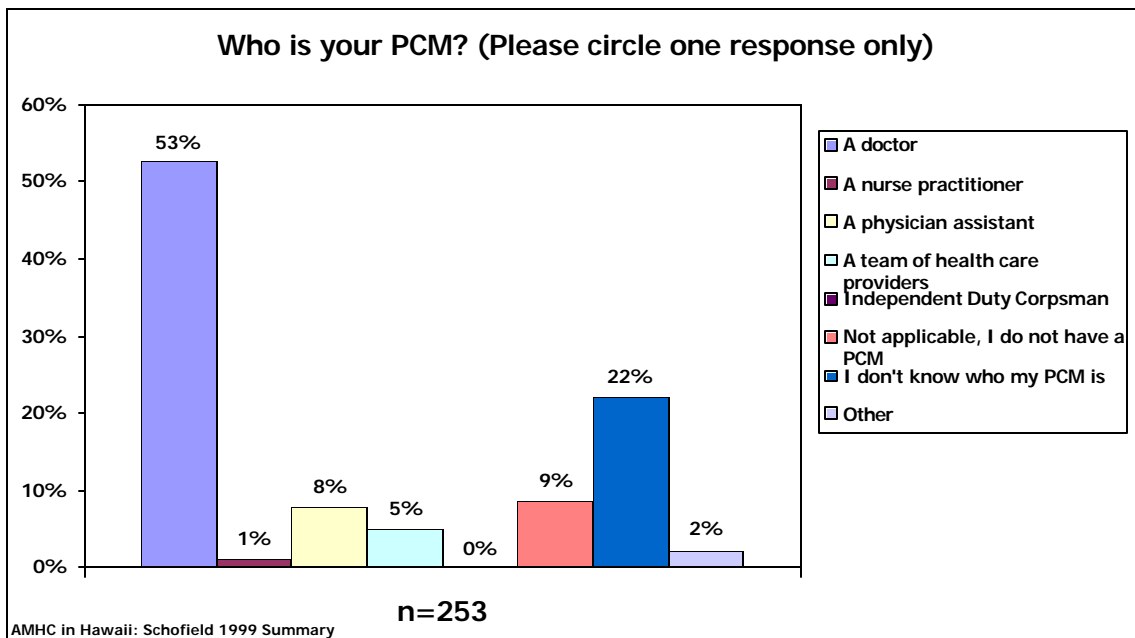
**Figure 75**



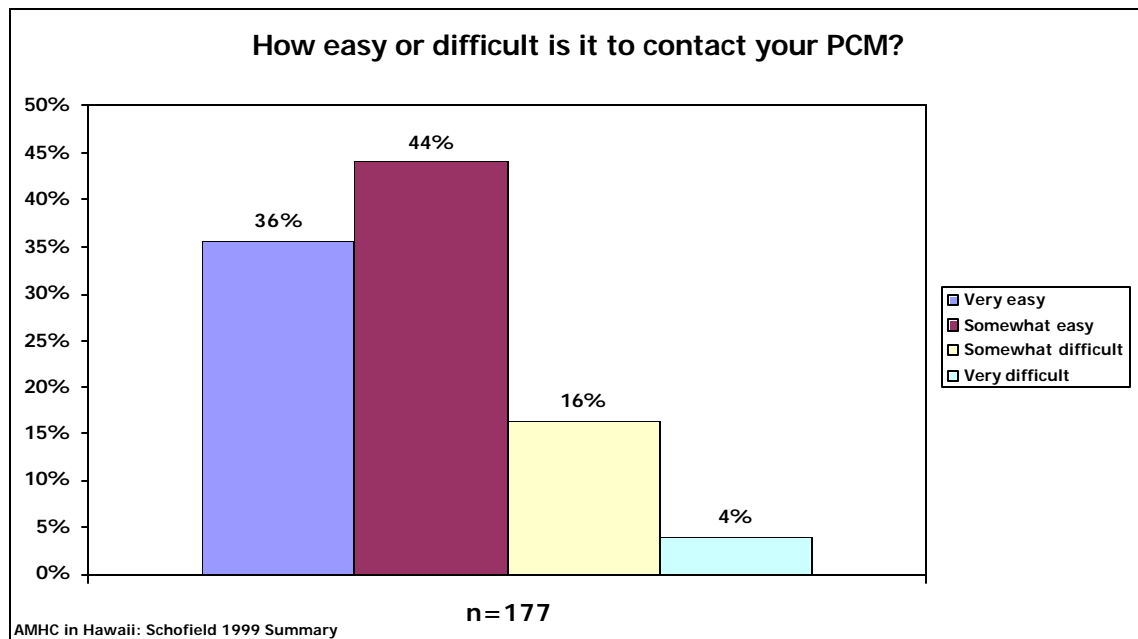
**Figure 76**



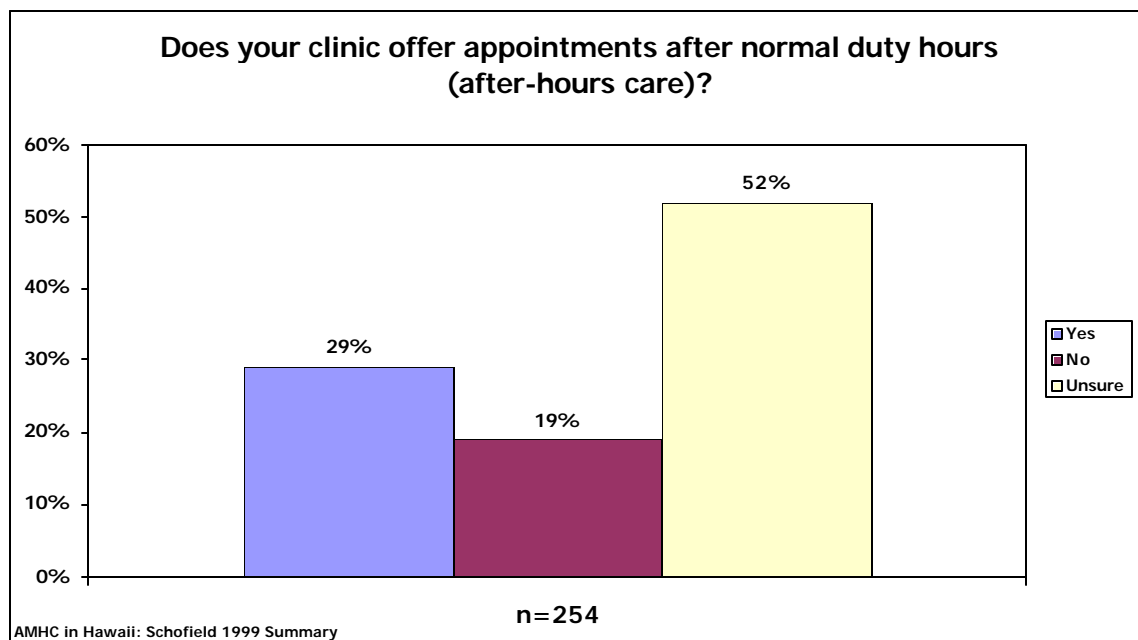
**Figure 77**



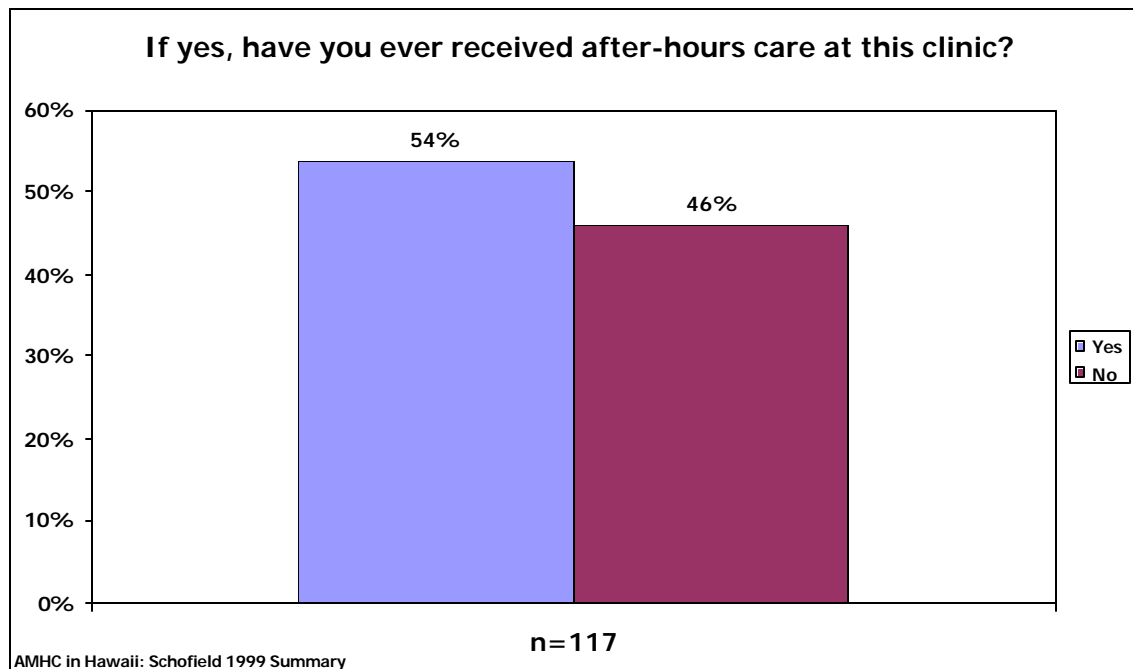
**Figure 78**



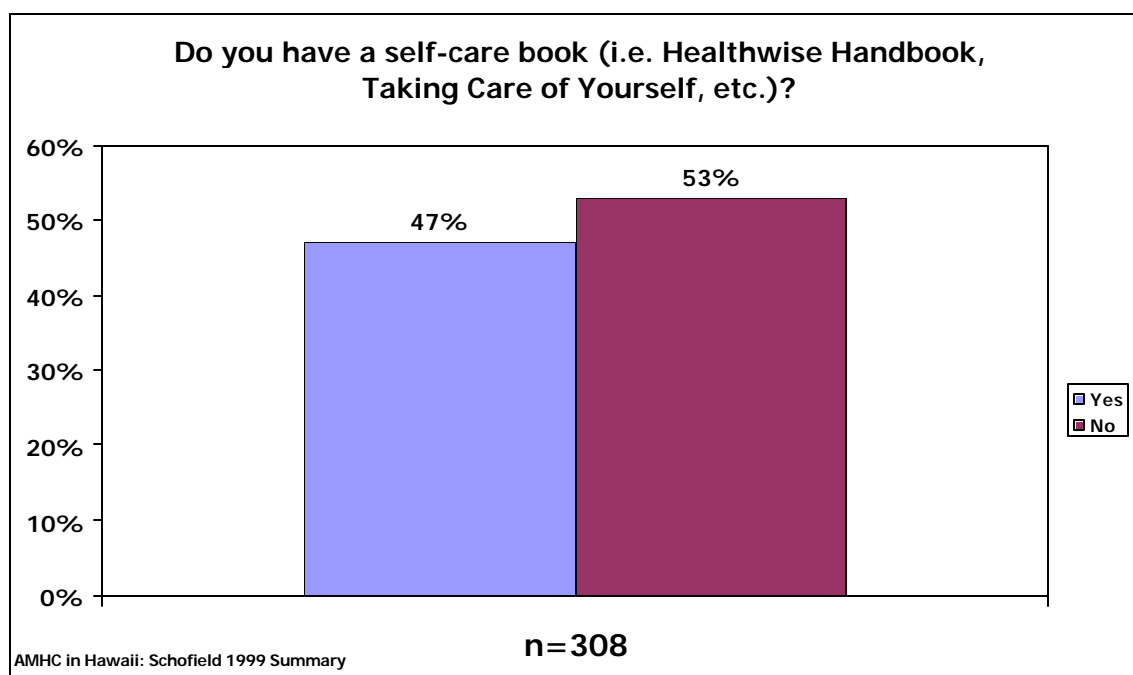
**Figure 79**



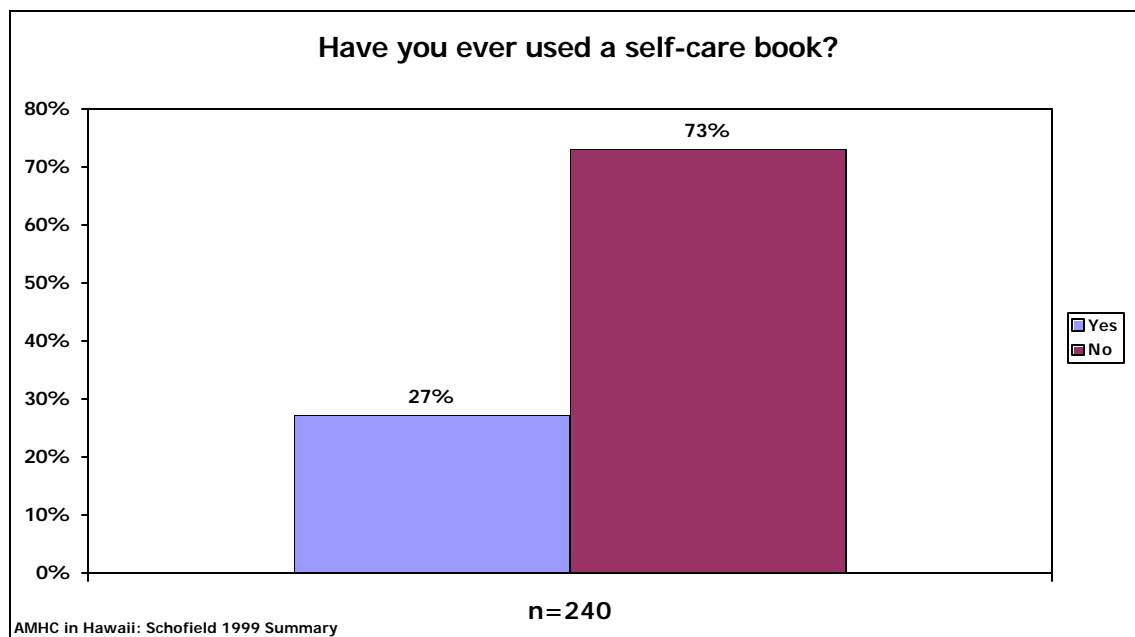
**Figure 80**



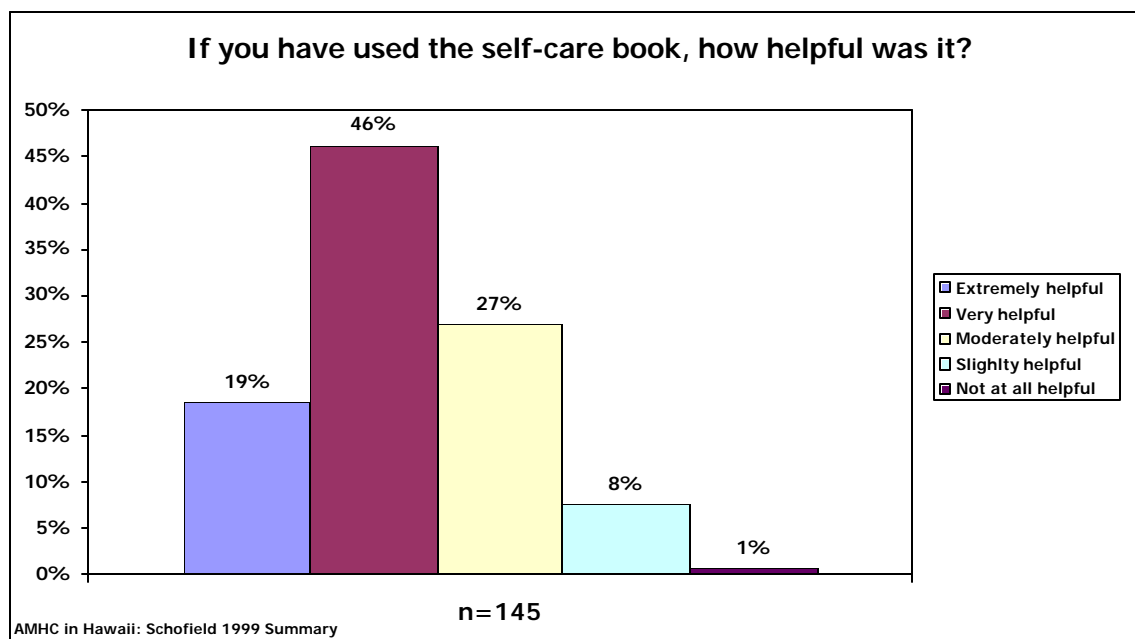
**Figure 81**



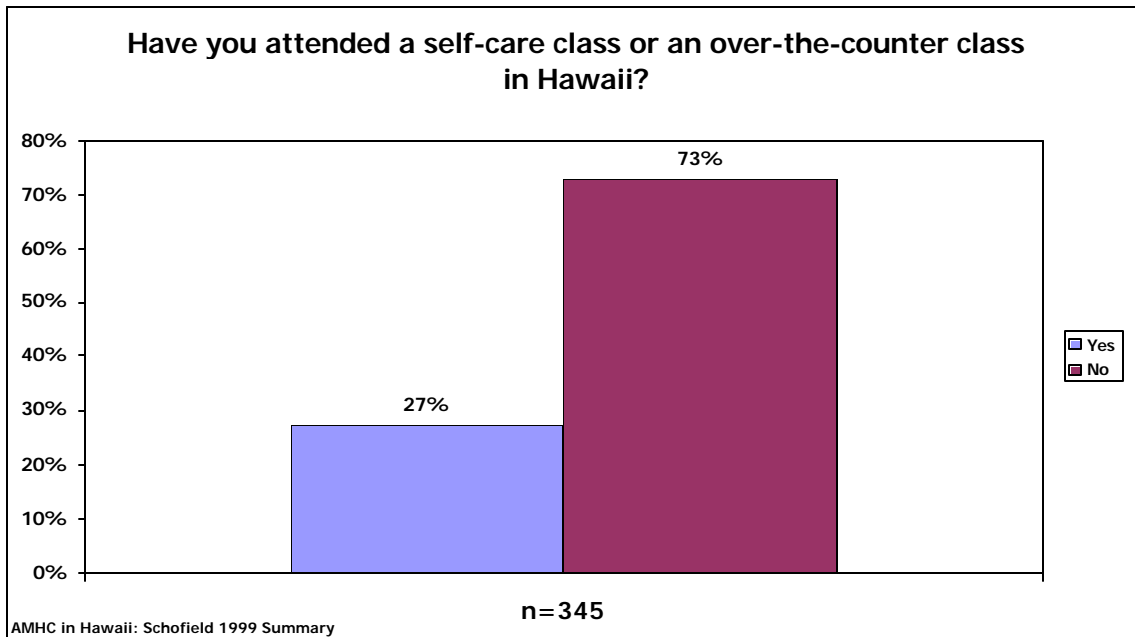
**Figure 82**



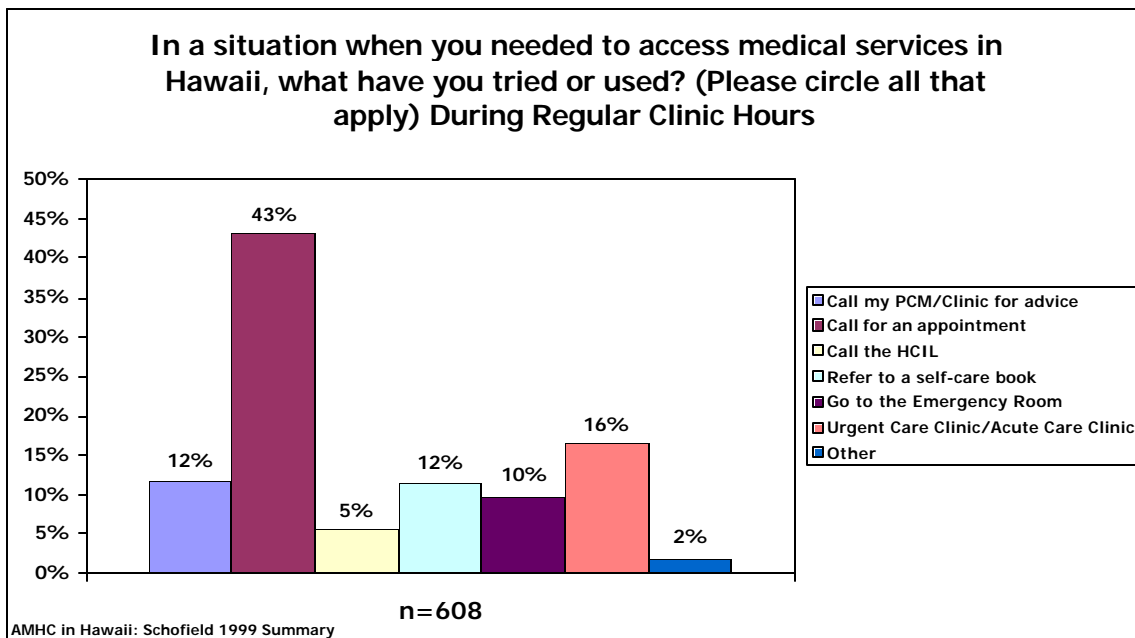
**Figure 83**



**Figure 84**

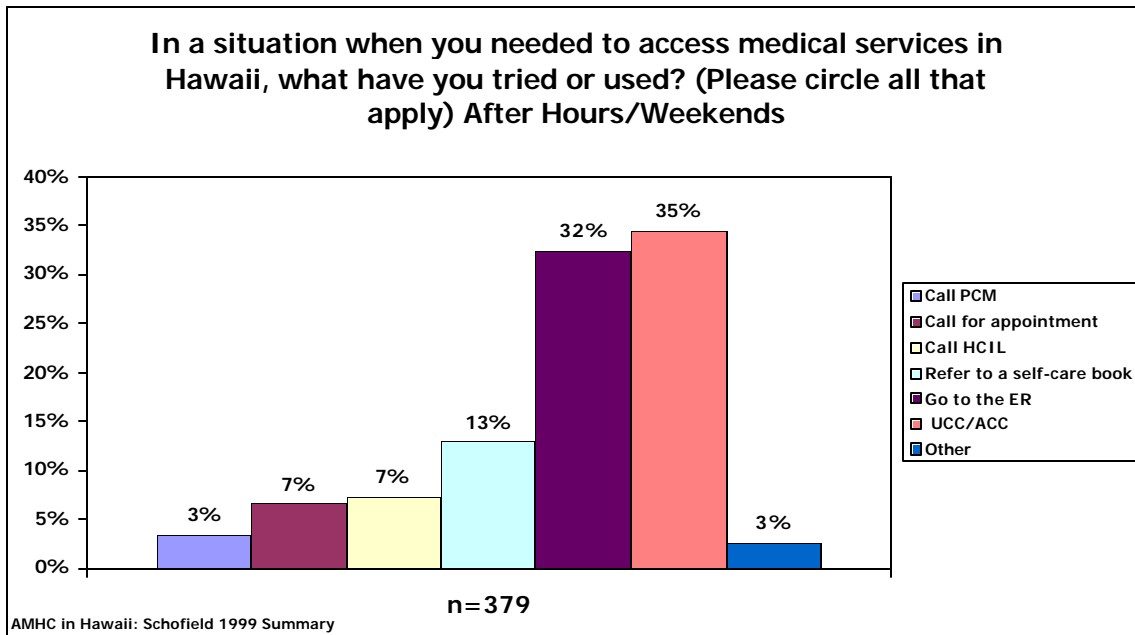


**Figure 85**

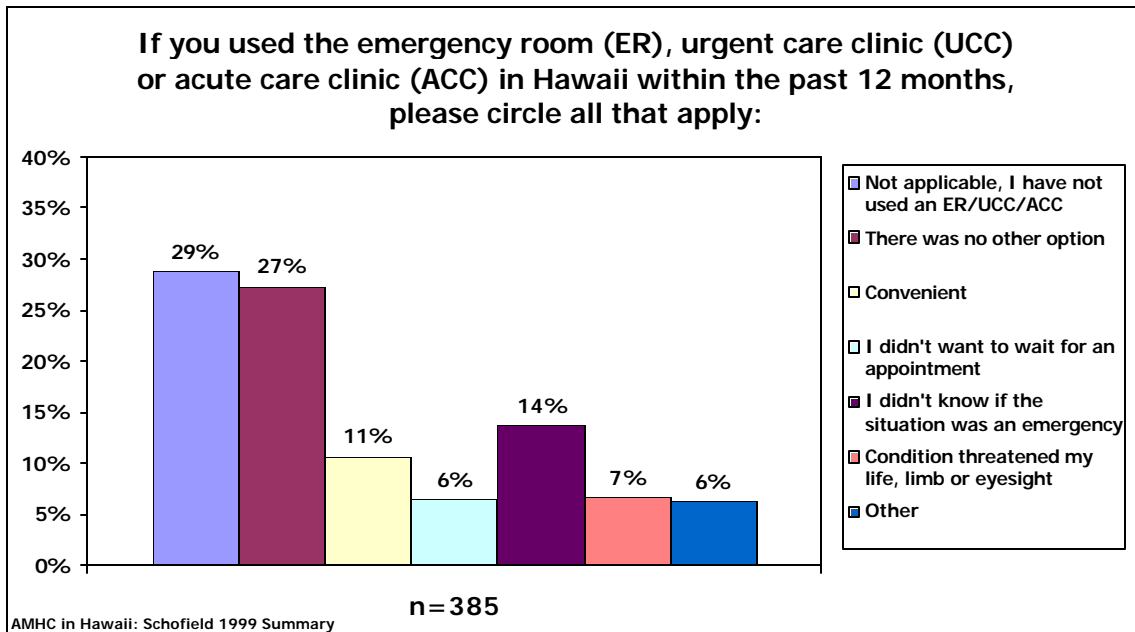


**Figure 86**

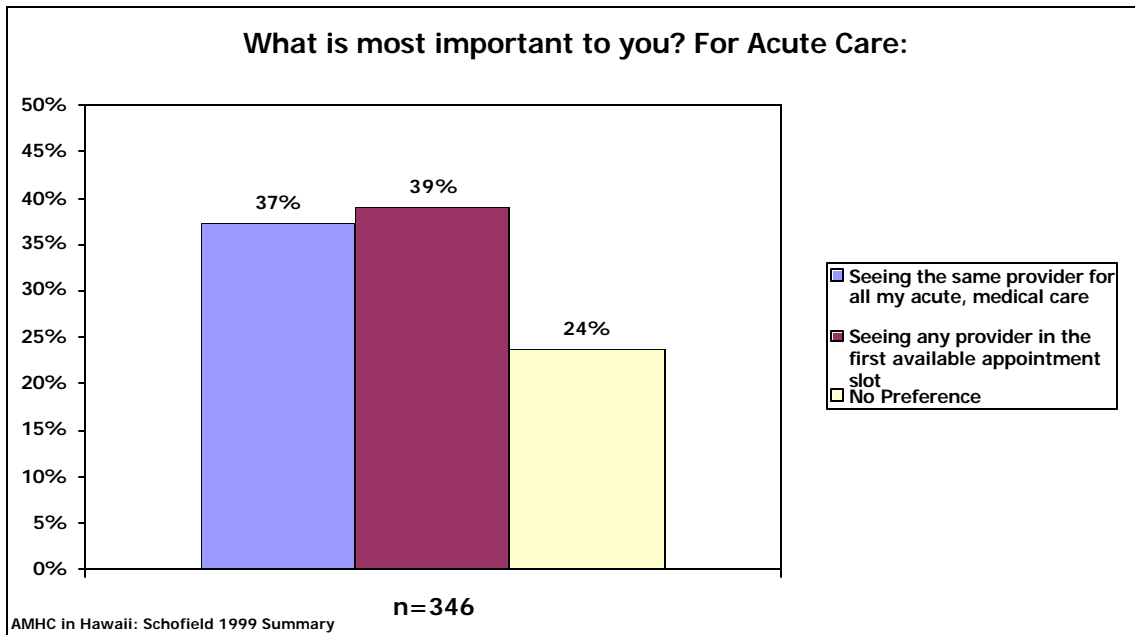




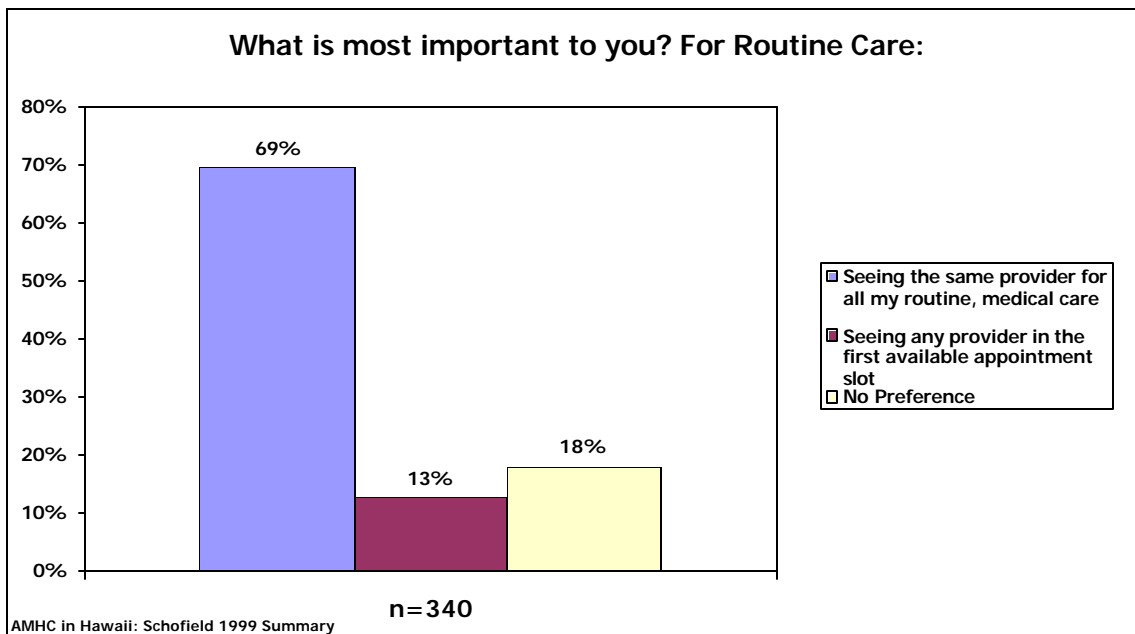
**Figure 87**



**Figure 88**

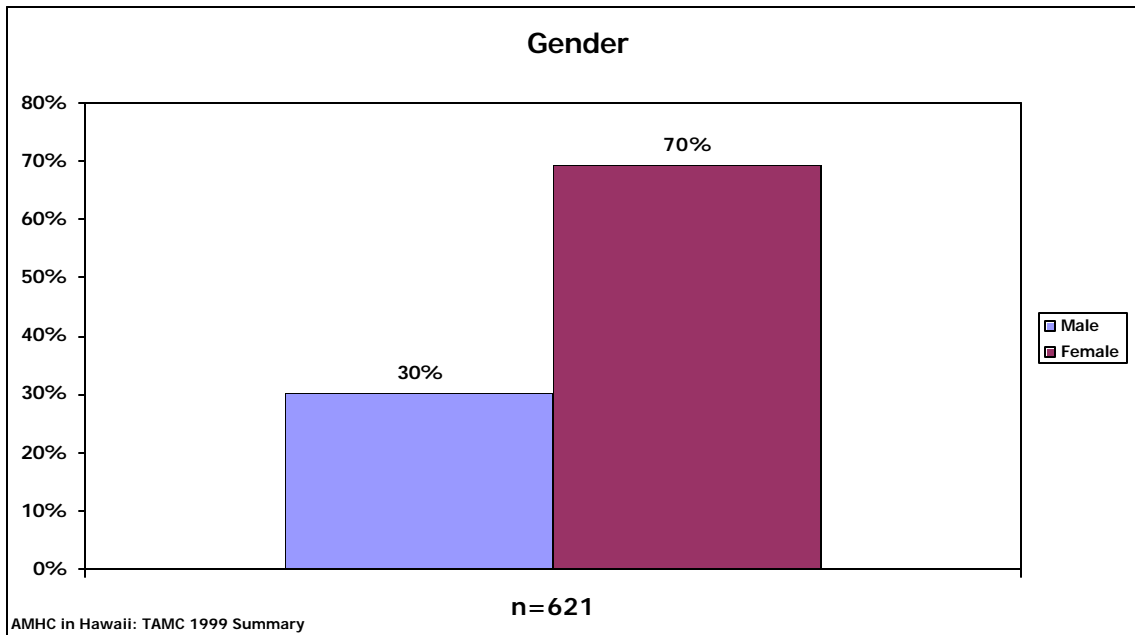


**Figure 89**

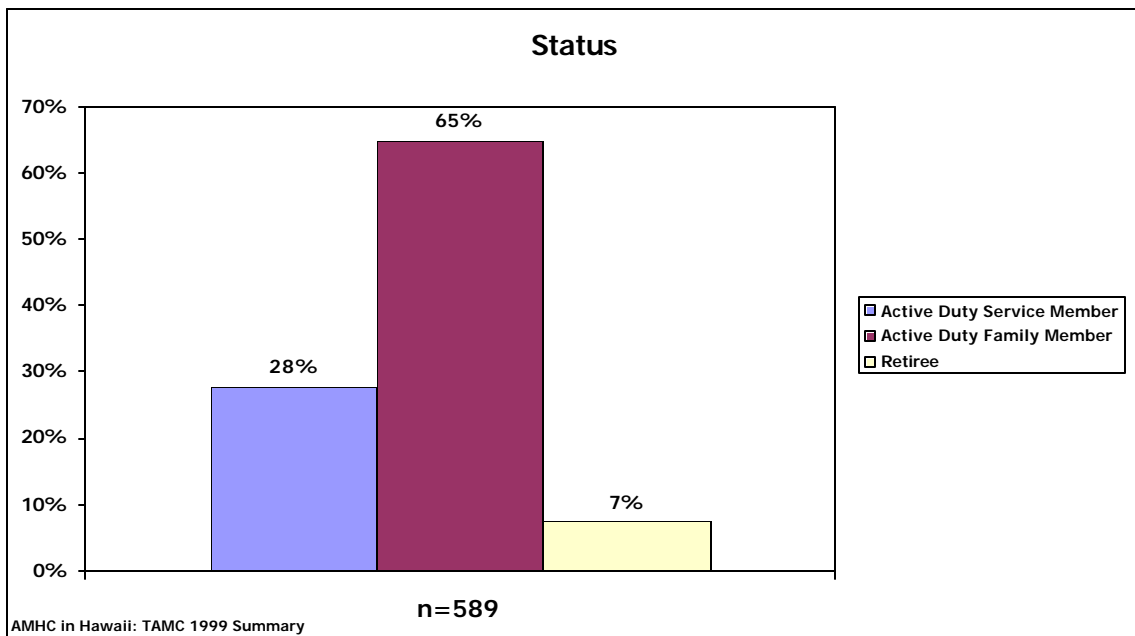


**Figure 90**

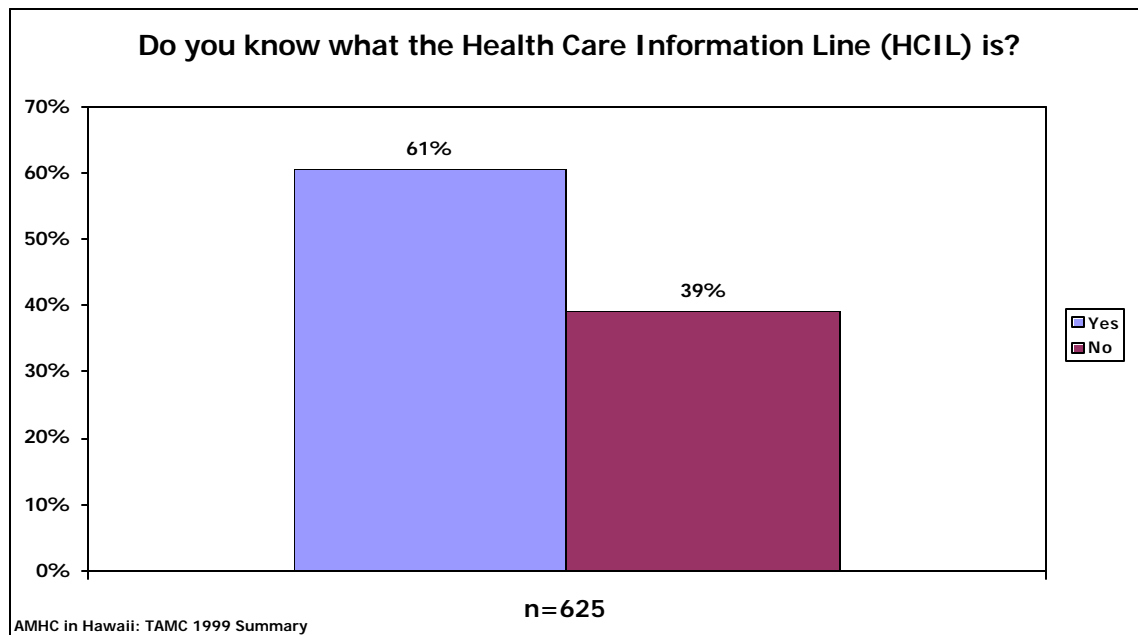
## AMHC in Hawaii: TAMC 1999 Summary Report



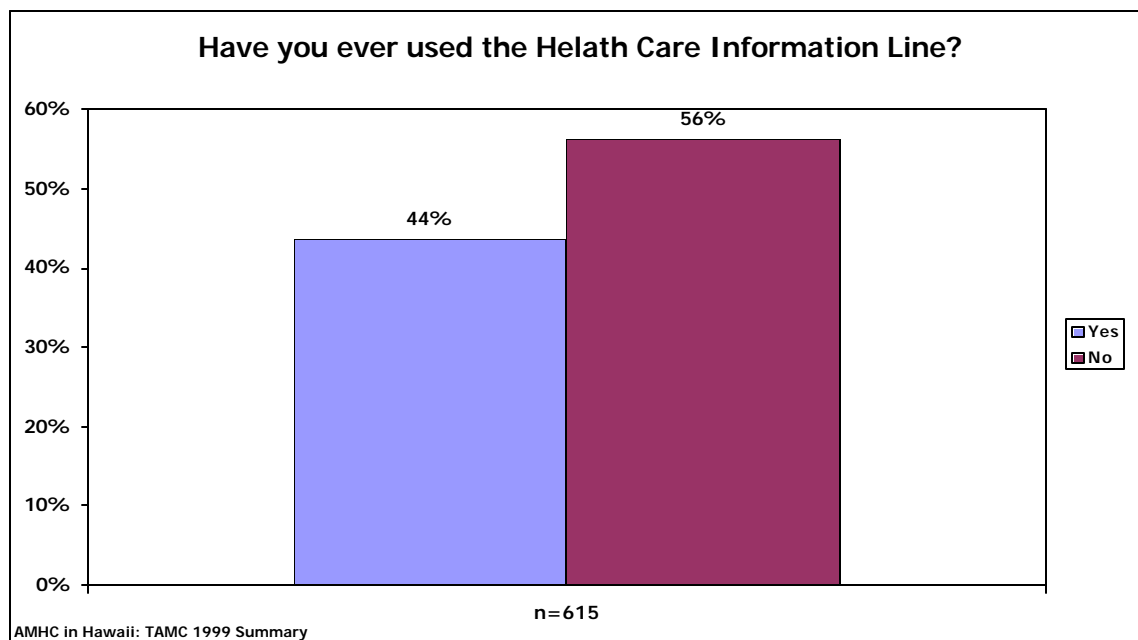
**Figure 91**



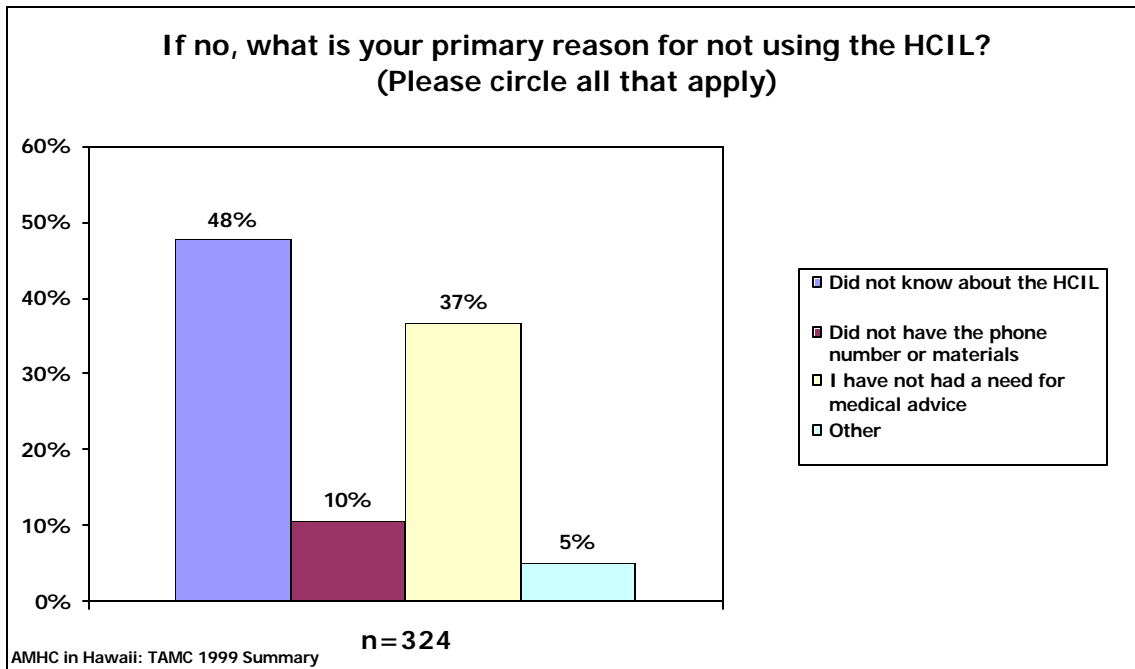
**Figure 92**



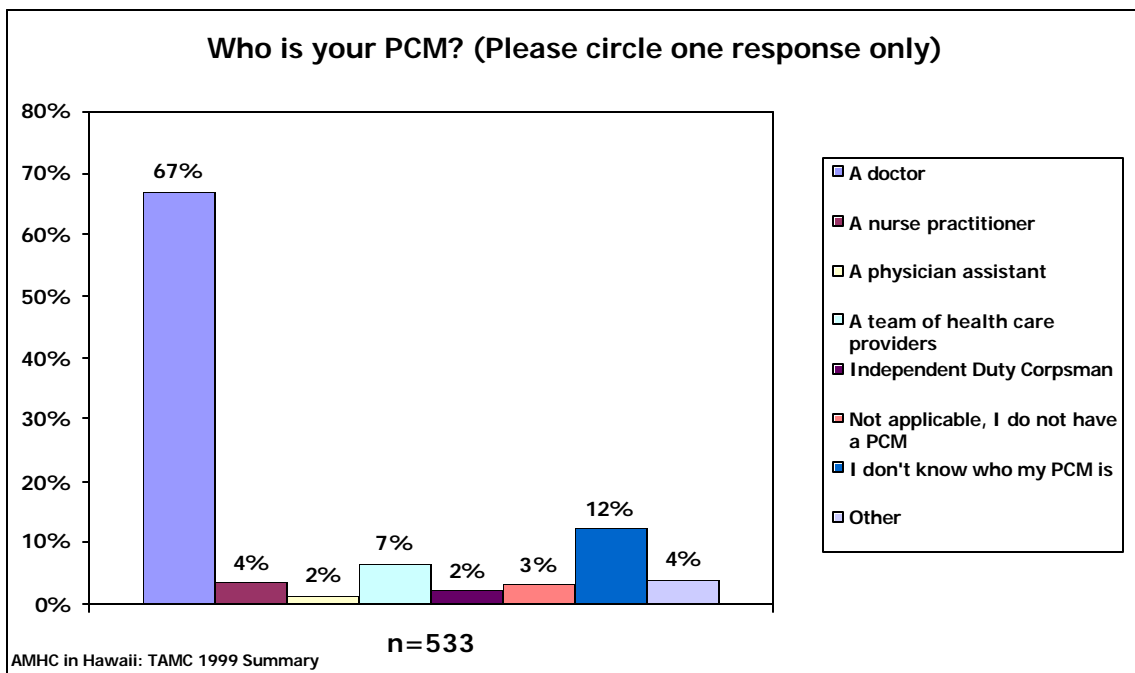
**Figure 93**



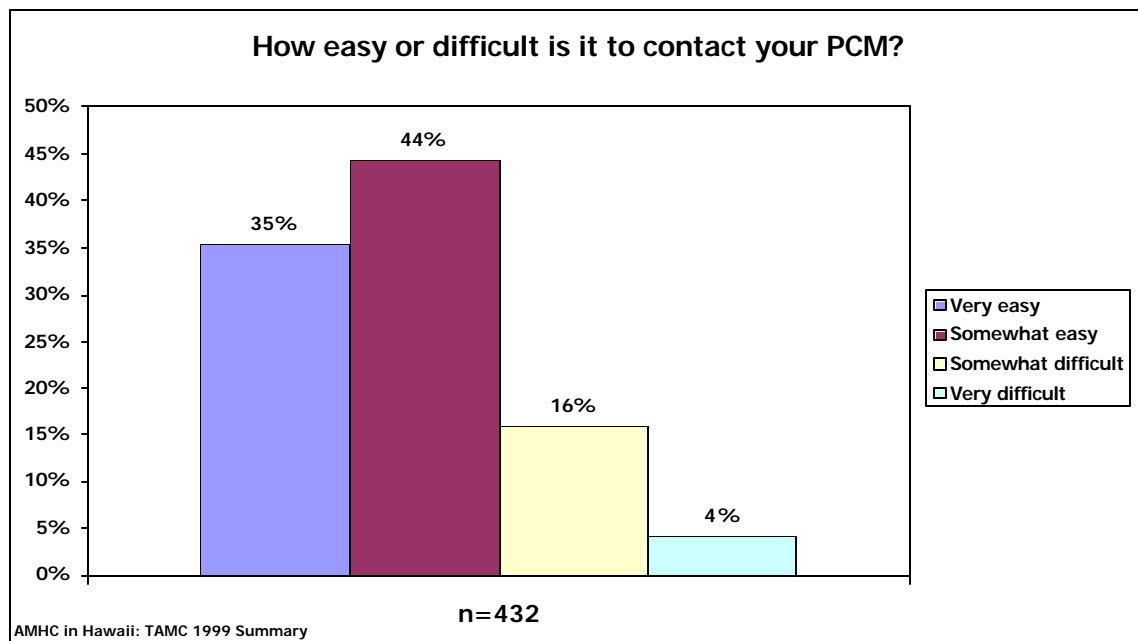
**Figure 94**



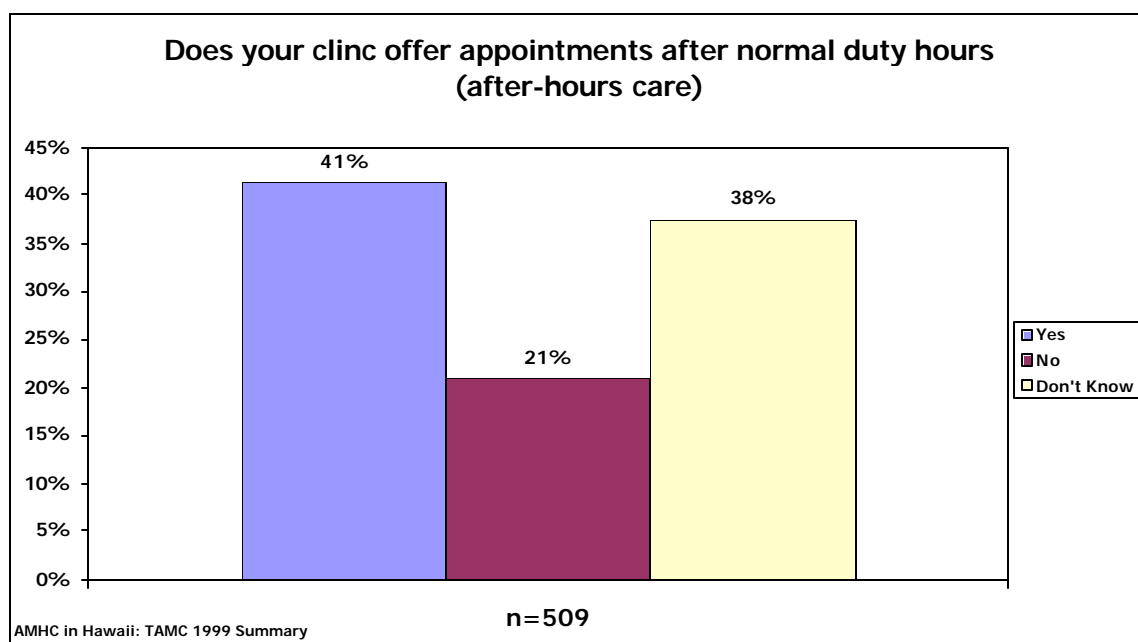
**Figure 95**



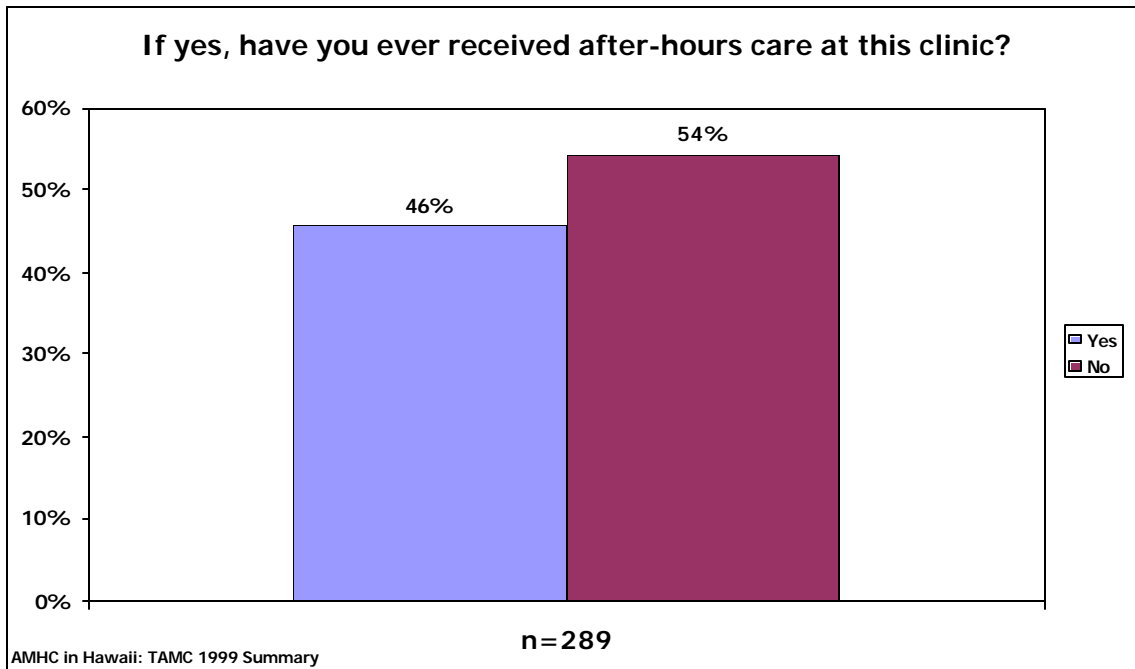
**Figure 96**



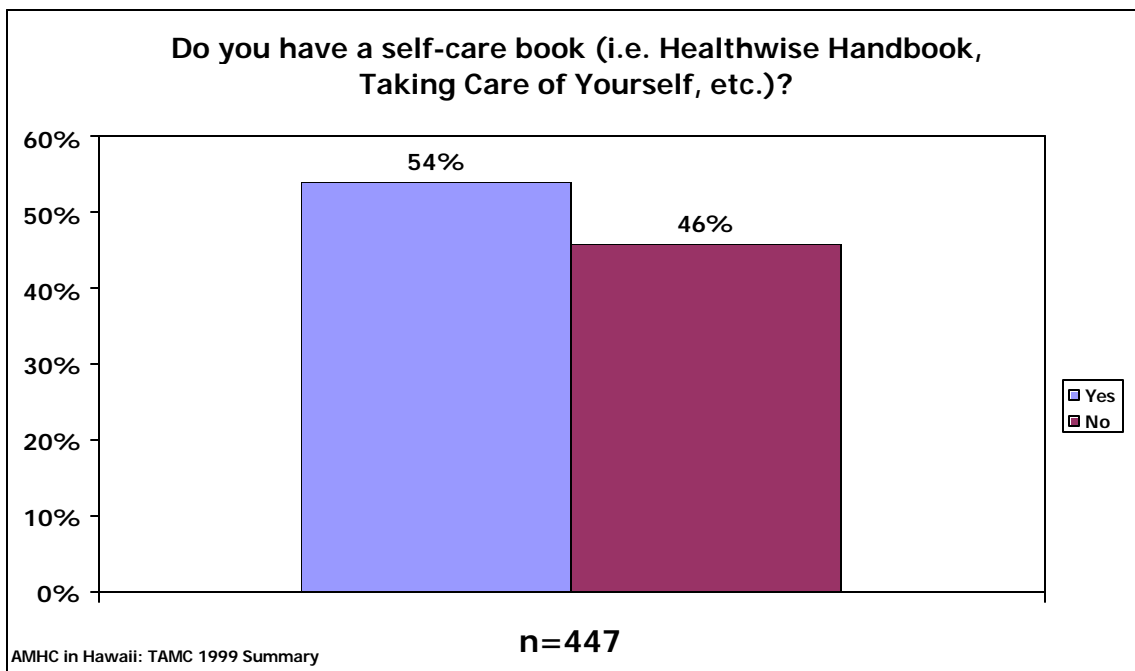
**Figure 25**



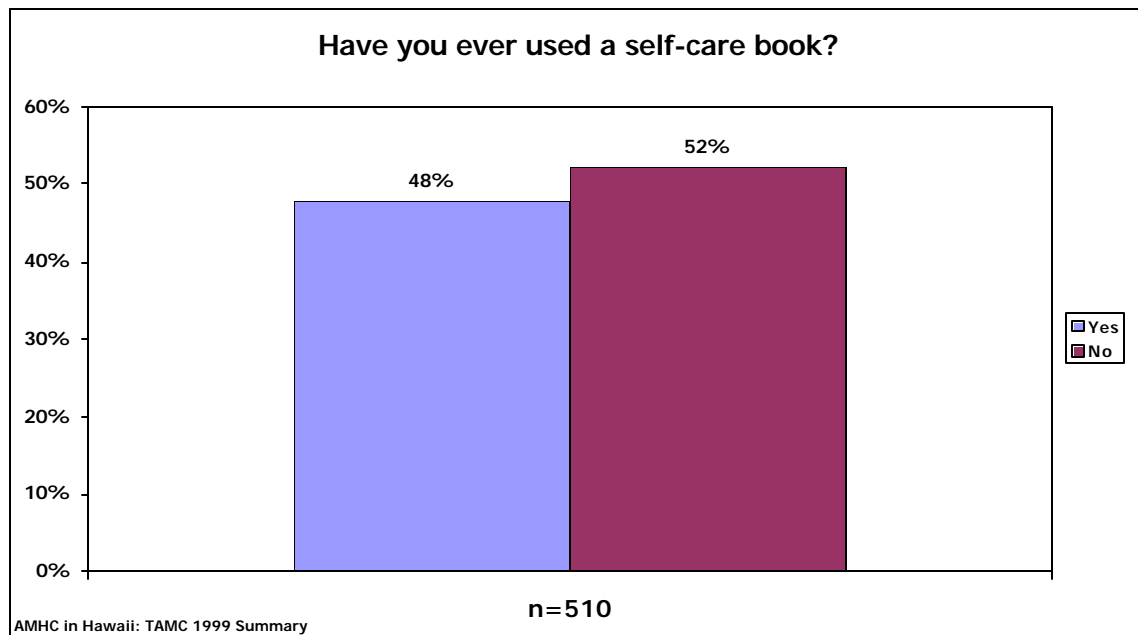
**Figure 98**



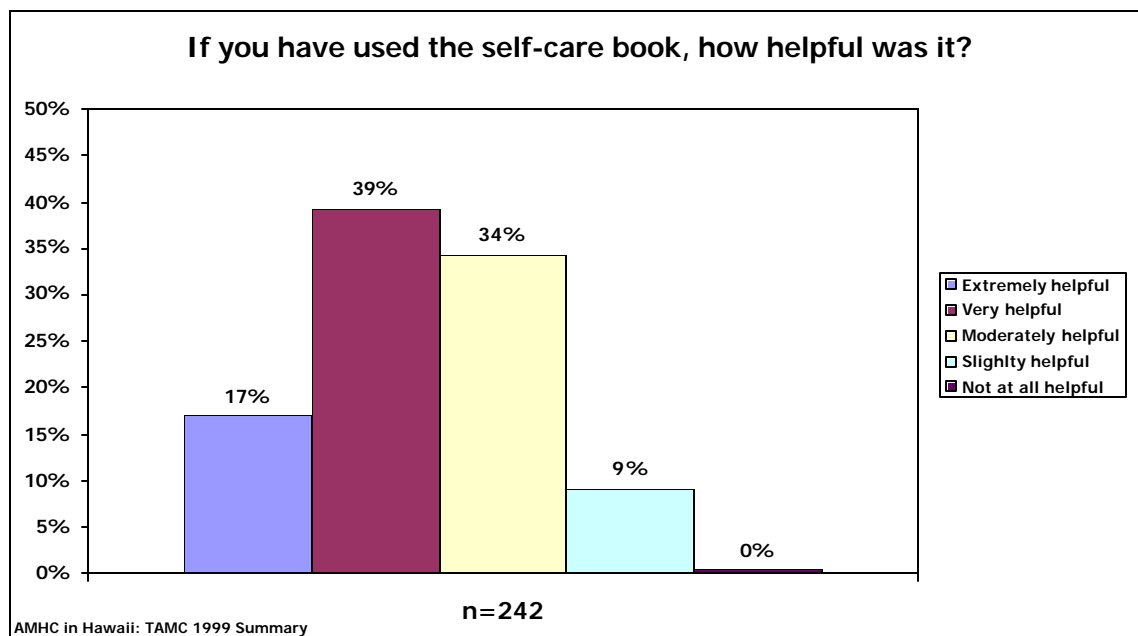
**Figure 99**



**Figure 100**

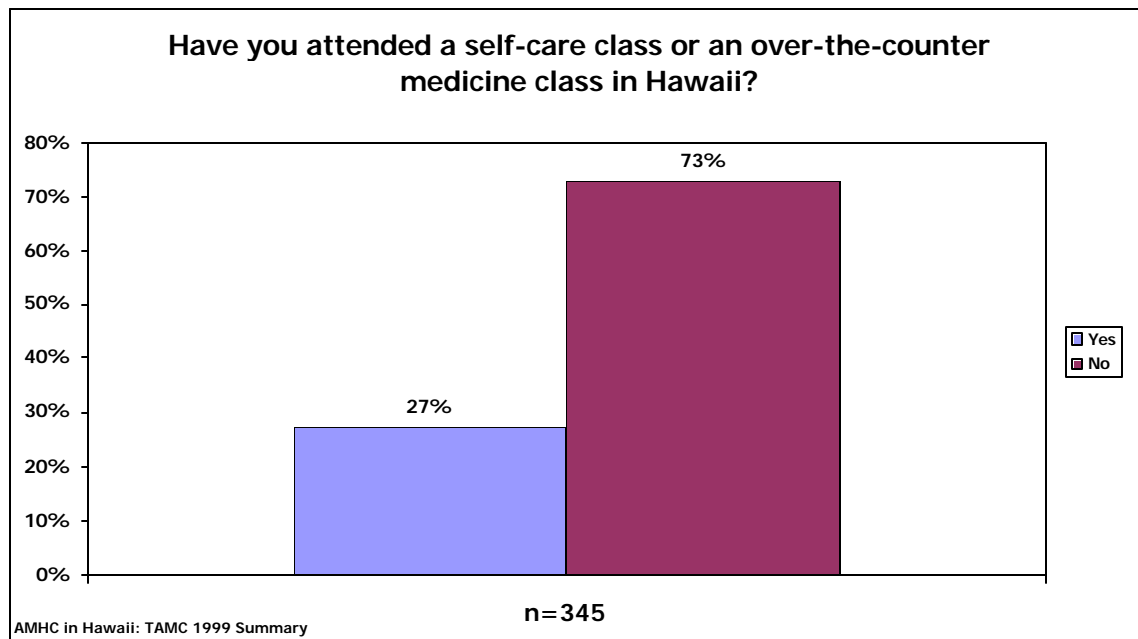


**Figure 101**

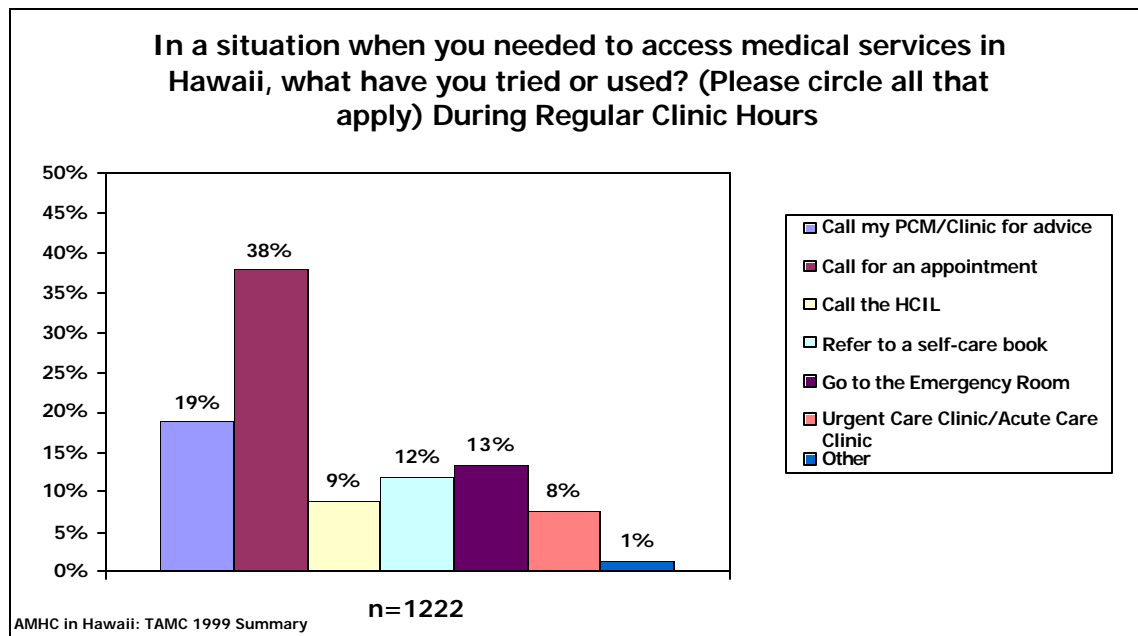


**Figure 102**





**Figure 103**



**Figure 104**

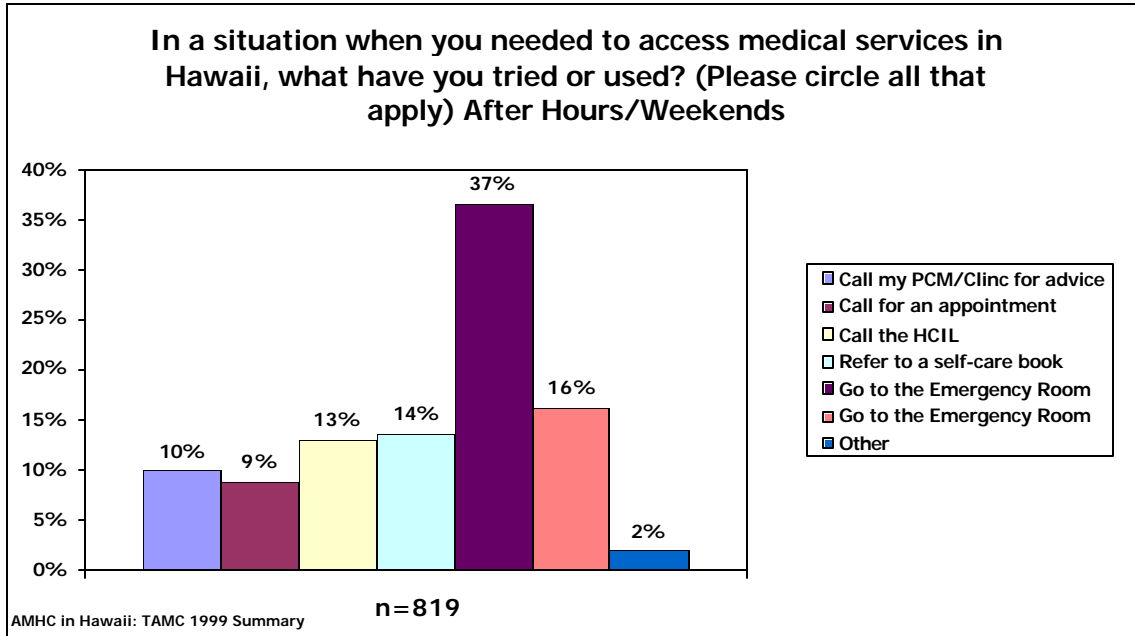


Figure 105

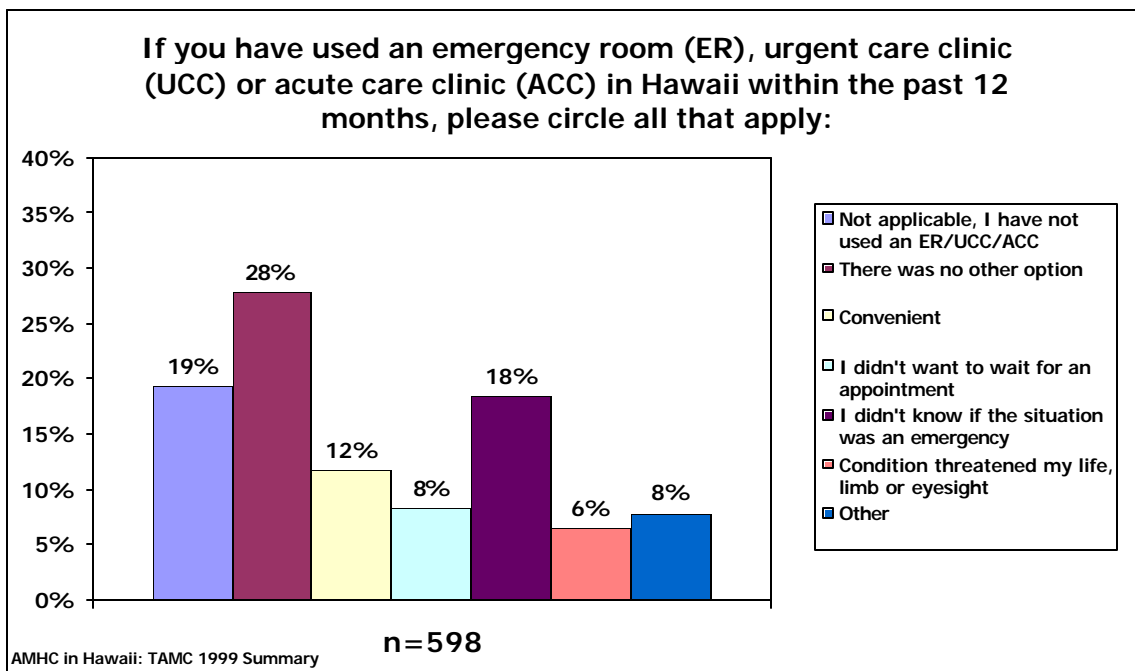
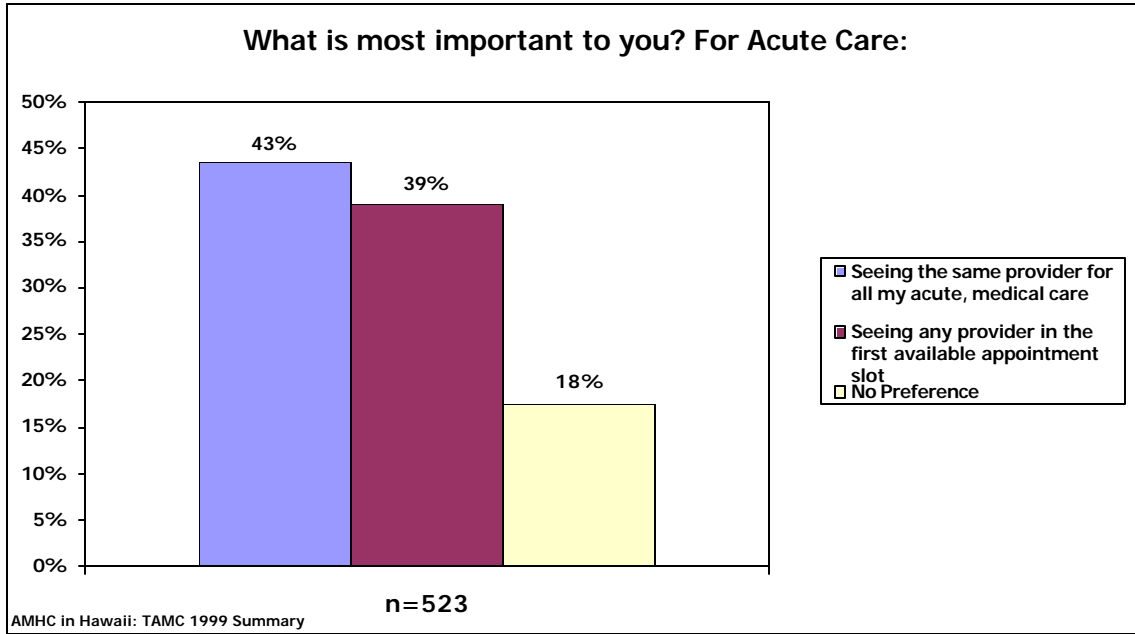
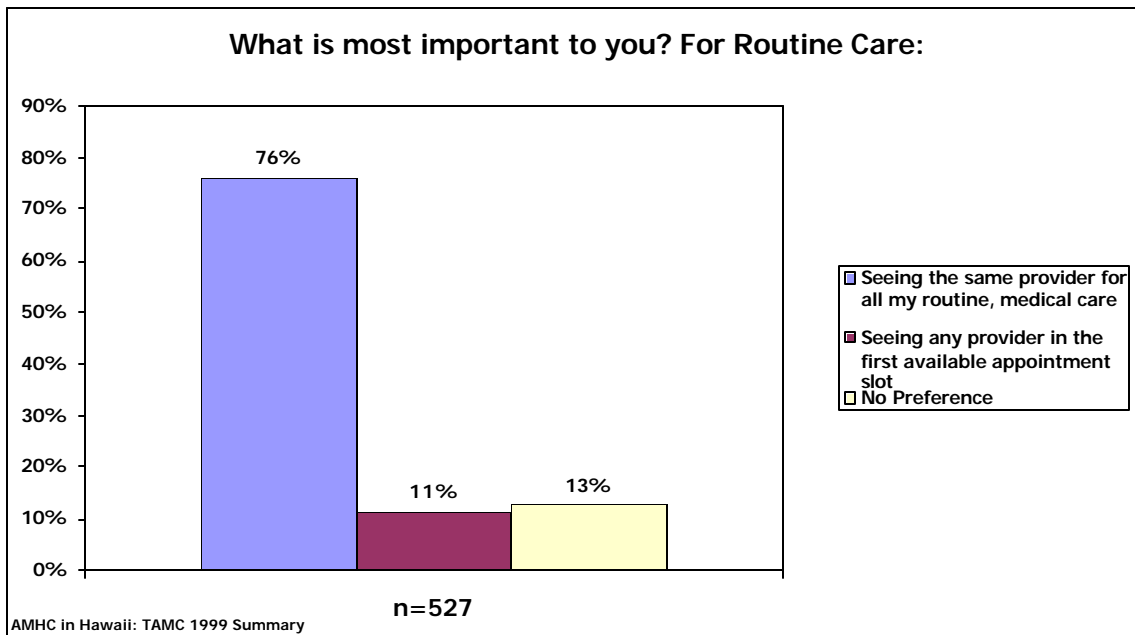


Figure 106



**Figure 107**



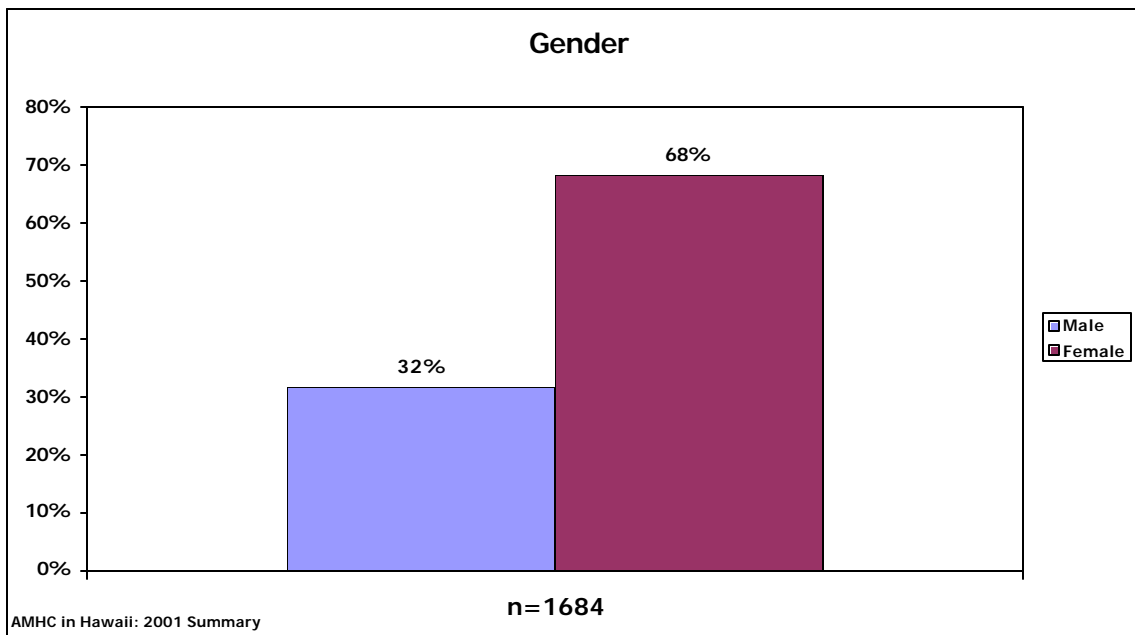
**Figure 108**

## **Section 2: Accessing Military Health Care in Hawaii** **2001 Aggregate Results**

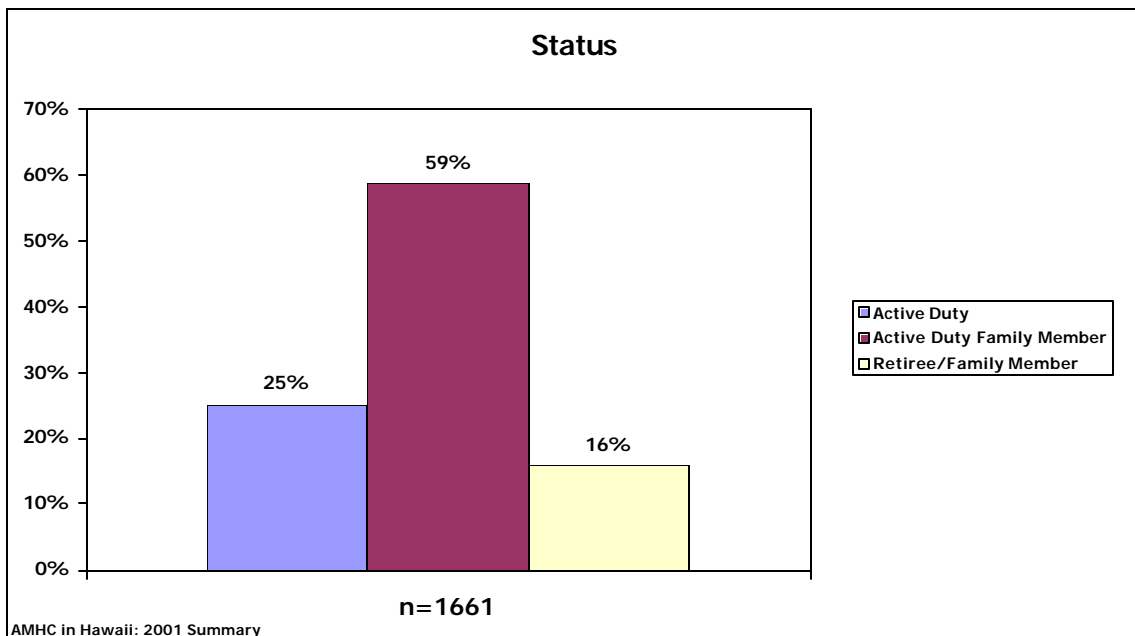
This section contains MTF- level reports for the Accessing Military Health Care In Hawaii 2001 Survey. Each MTF-level report presents information for the clinics surveyed within a specific MTF category. (see Table 2)

The number of subjects for each analysis is dependent upon the nature of the question. For example, when a question requires the respondent to “*circle all that apply*” the number of responses to this type of question will be greater than the number of subjects because multiple answers are allowed. Due to the rounding format of excel some total percentages may only add up to 99%.

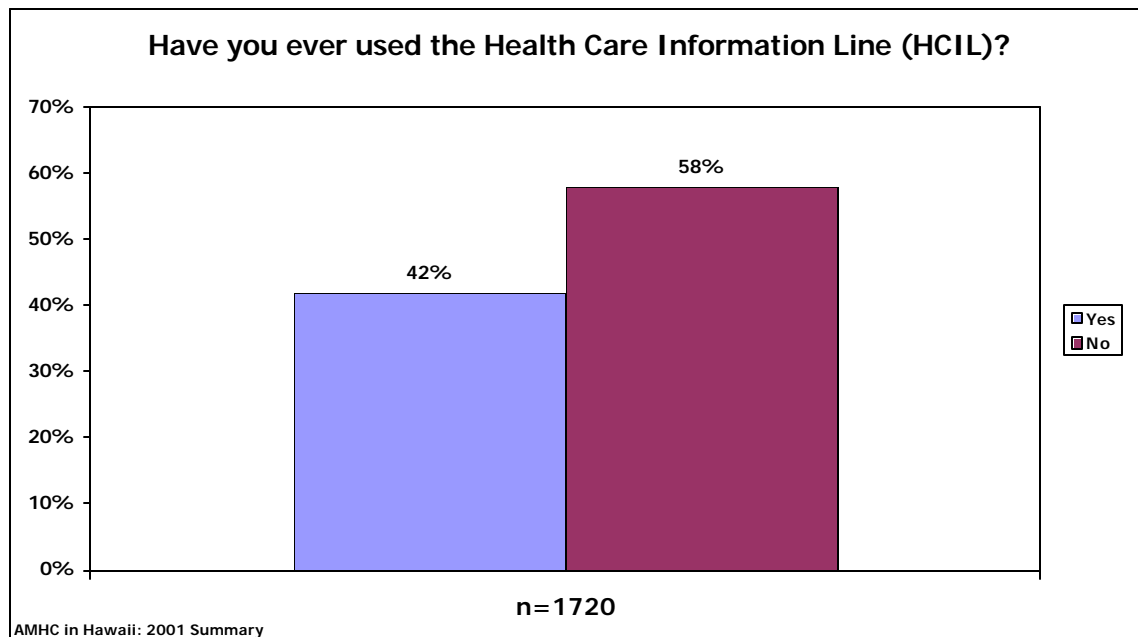
## AMHC in Hawaii: 2001 Aggregate Report



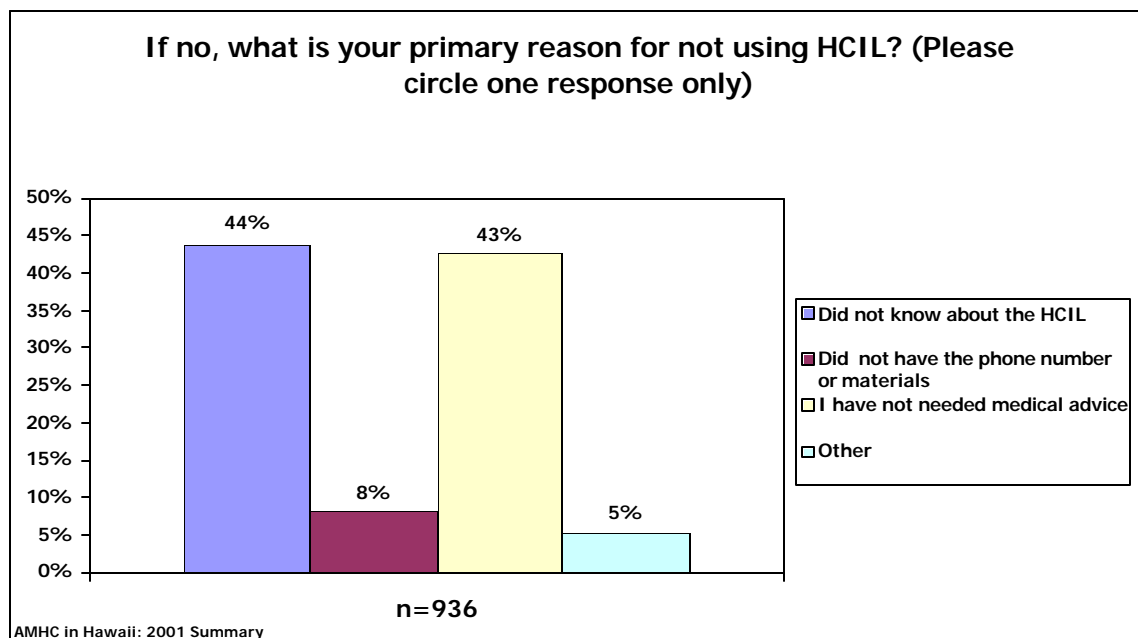
**Figure 109**



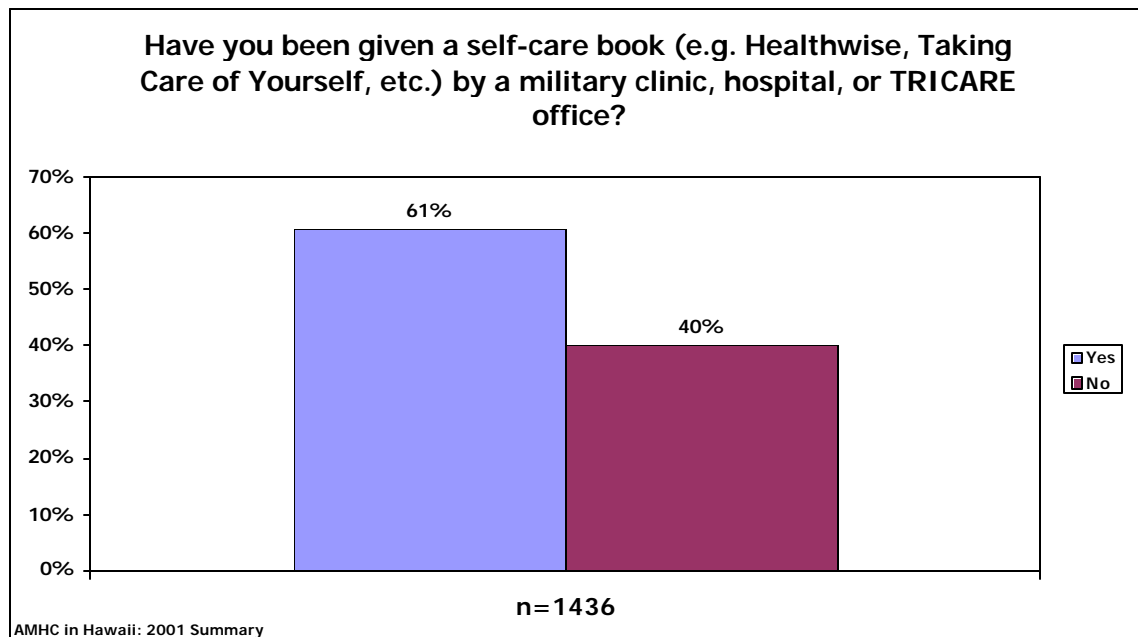
**Figure 110**



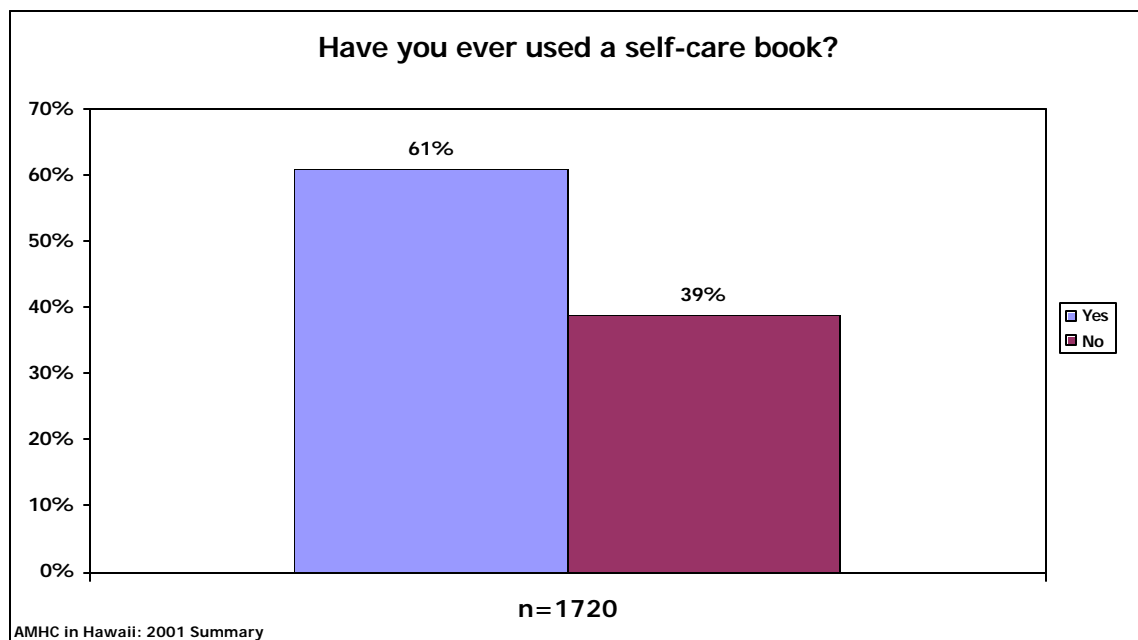
**Figure 111**



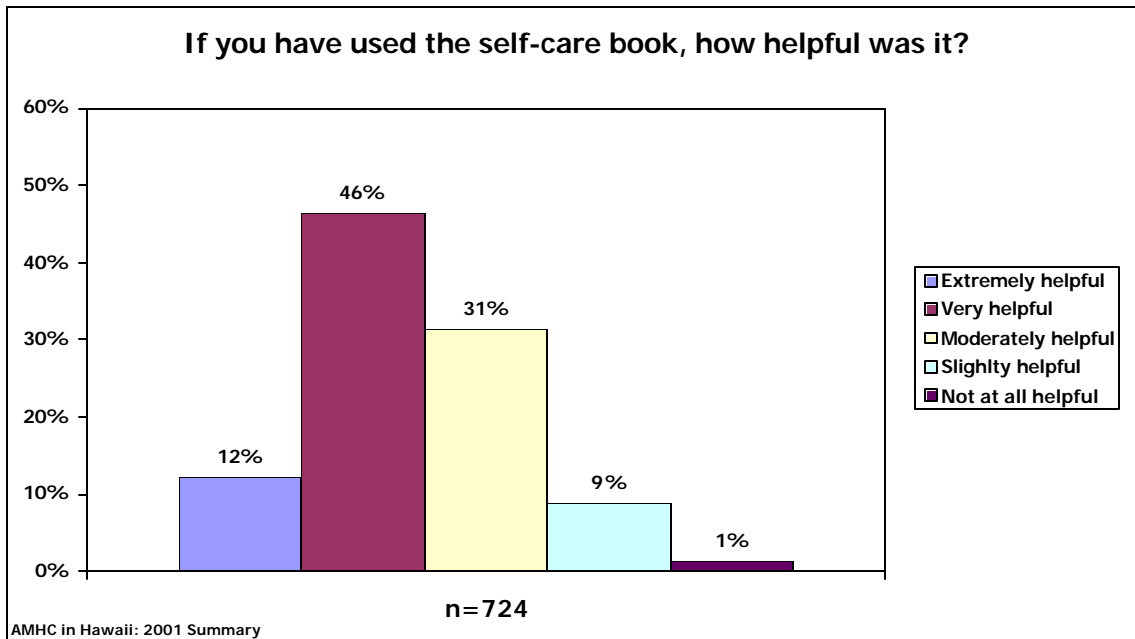
**Figure 112**



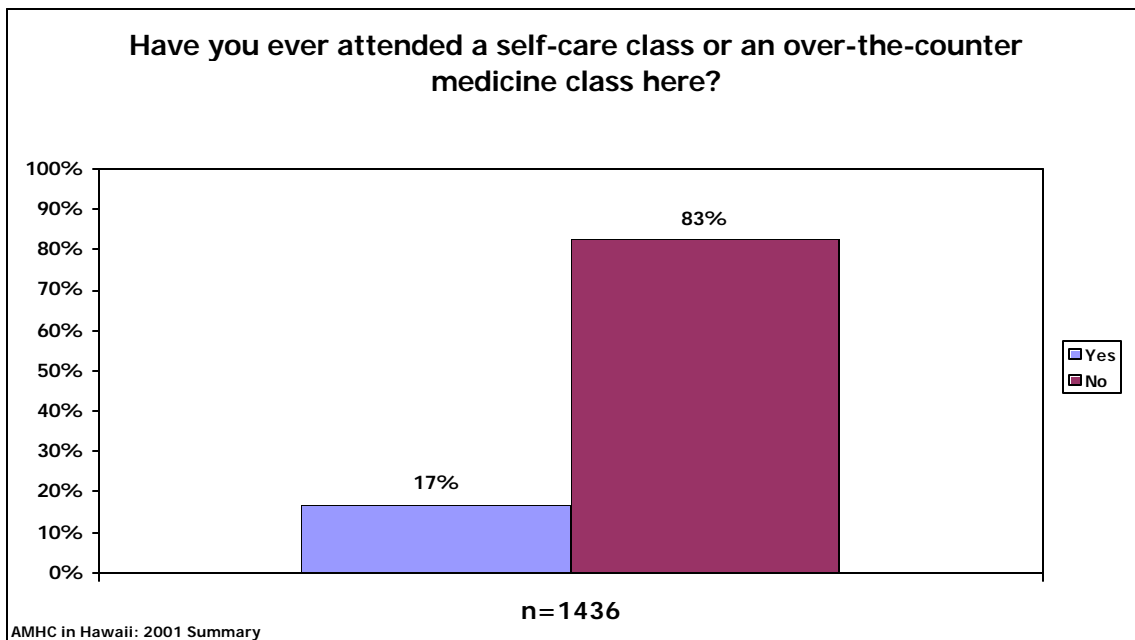
**Figure 113**



**Figure 114**

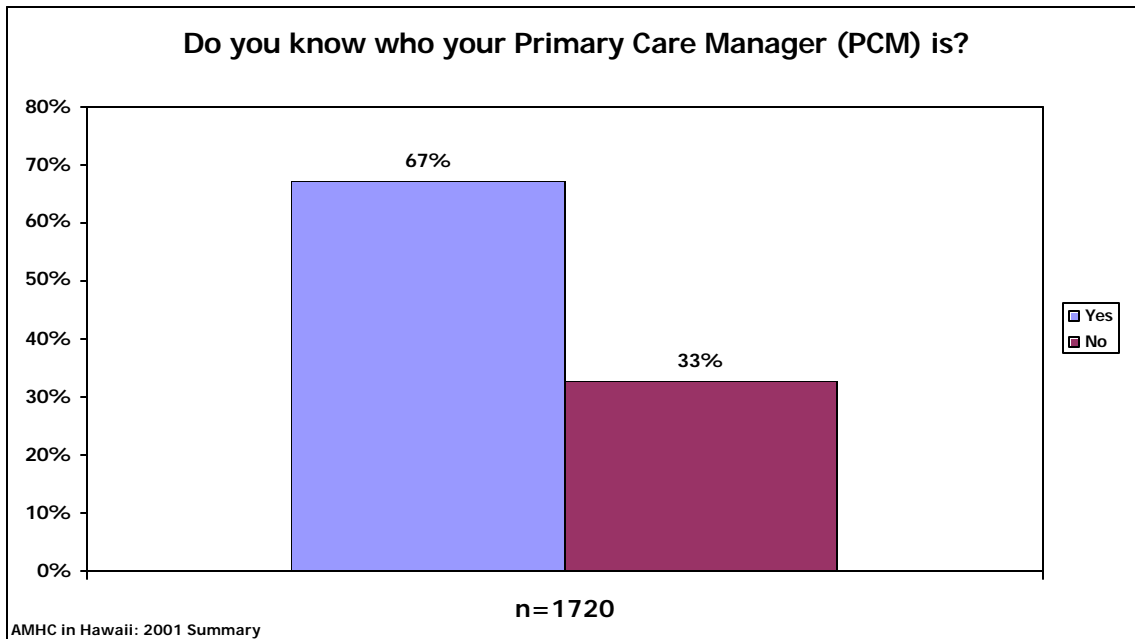


**Figure 115**

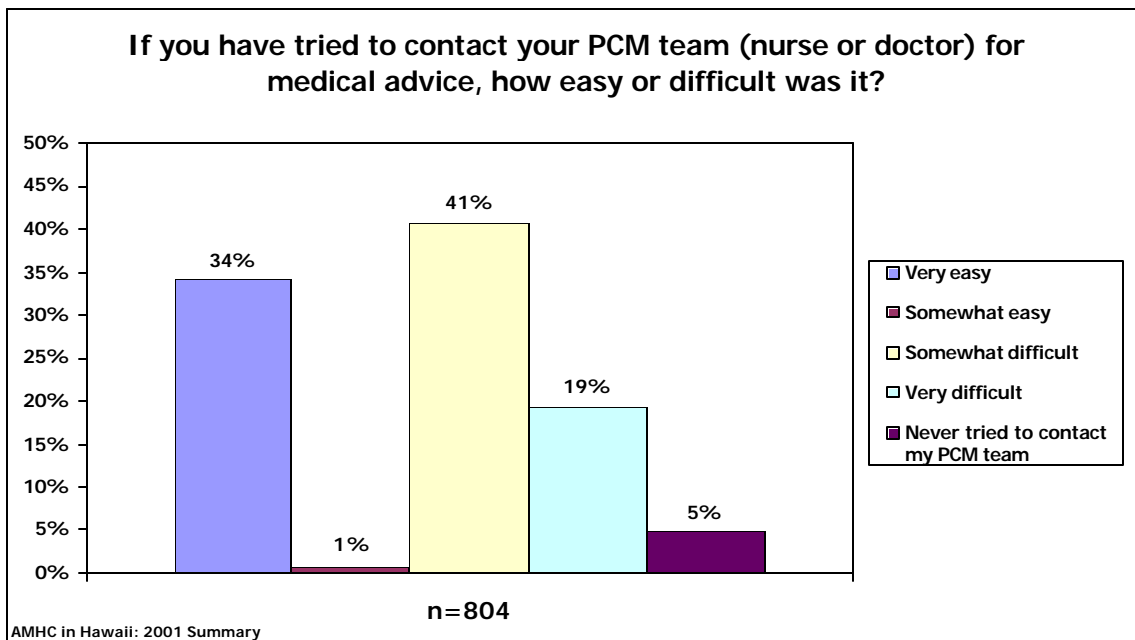


**Figure 116**

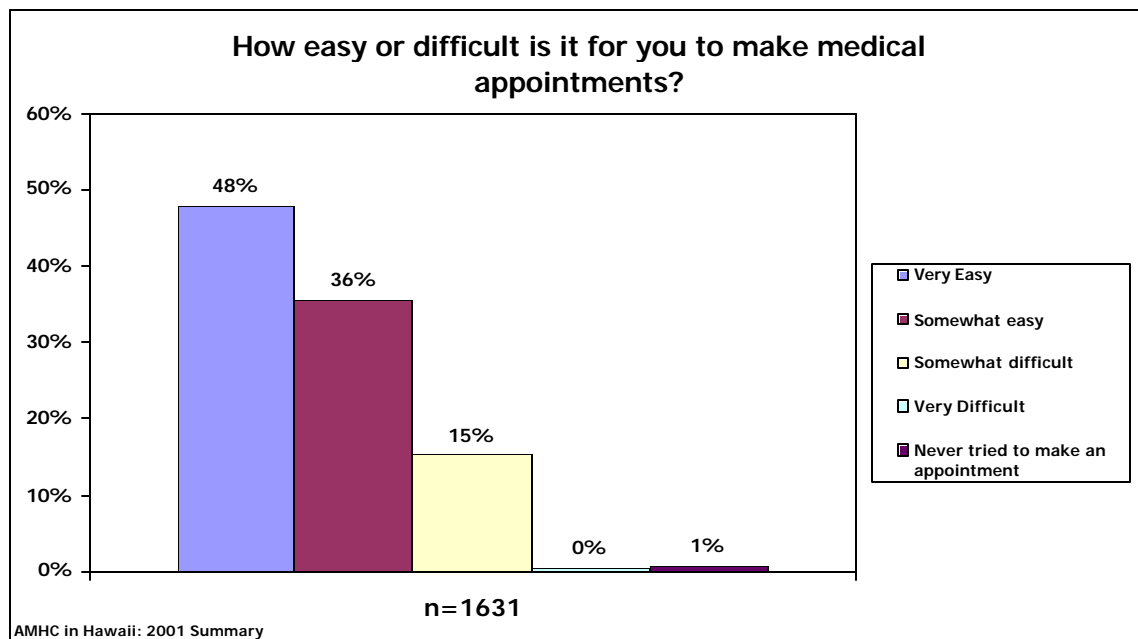




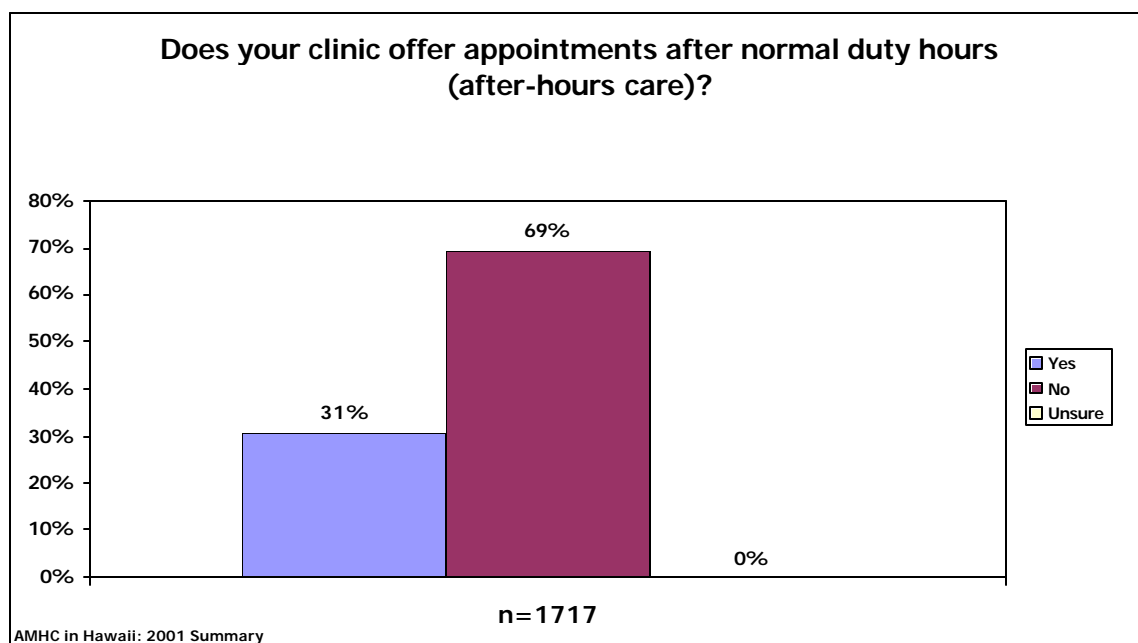
**Figure 117**



**Figure 118**



**Figure 119**



**Figure 120** Note: “unsure” responses may have been unintentionally omitted due to database design

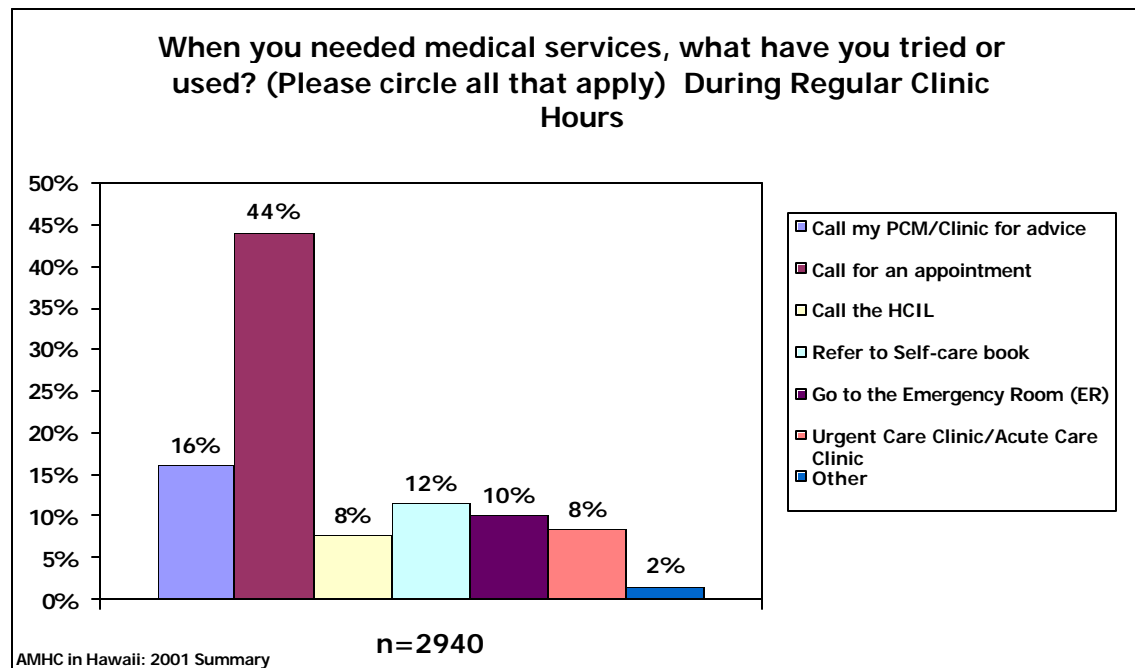


Figure 121

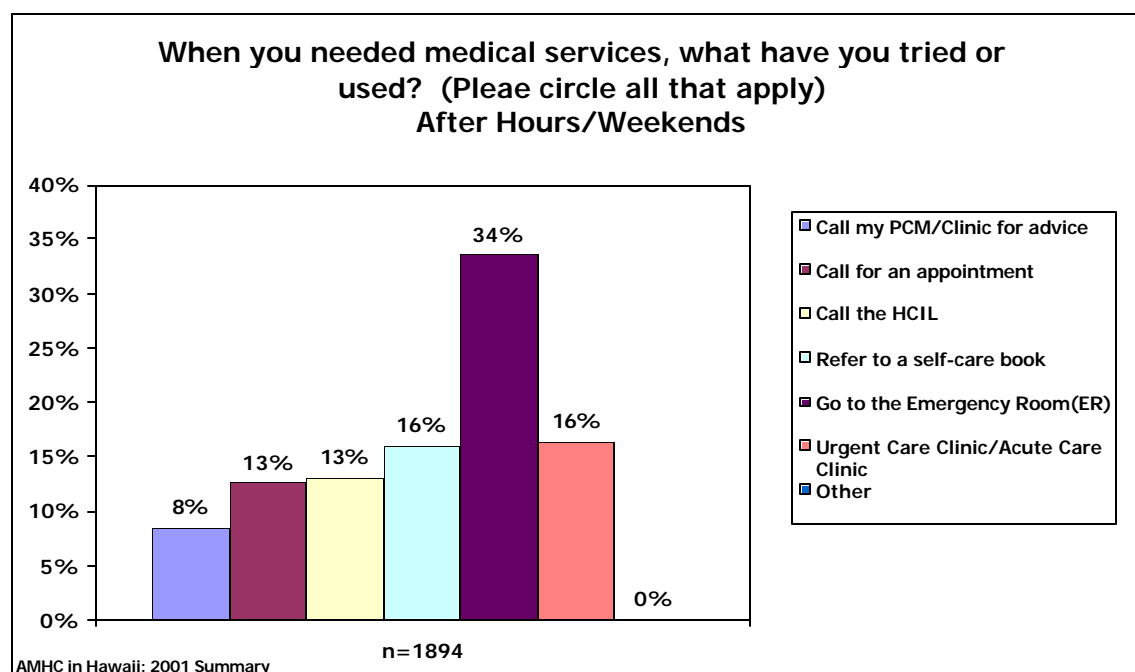


Figure 122

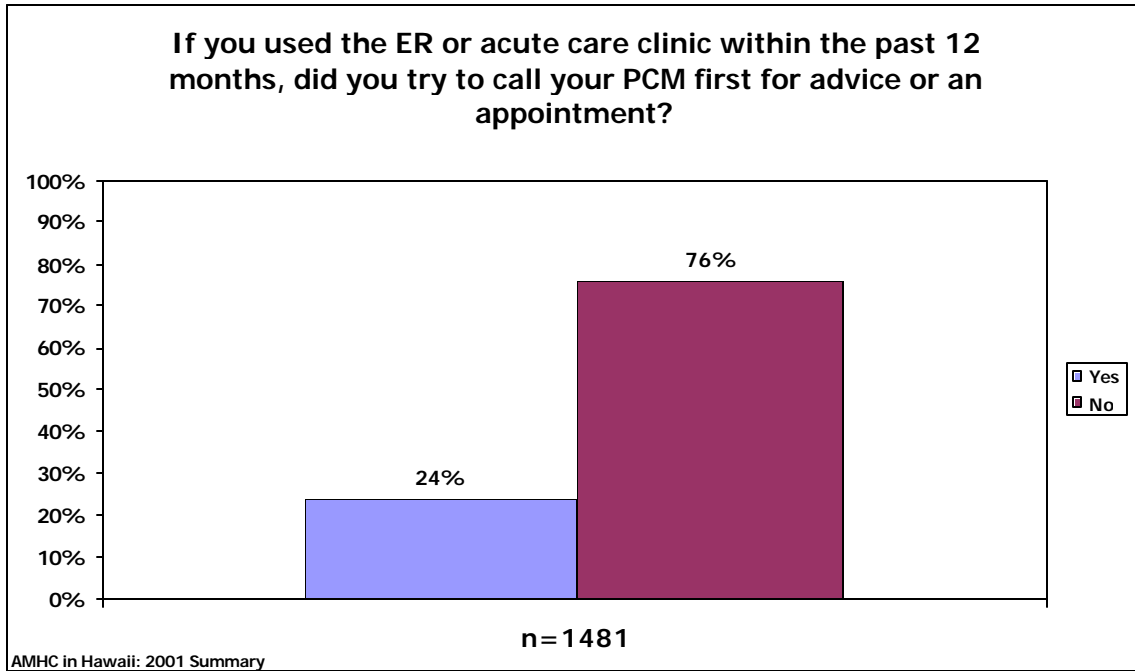


Figure 123

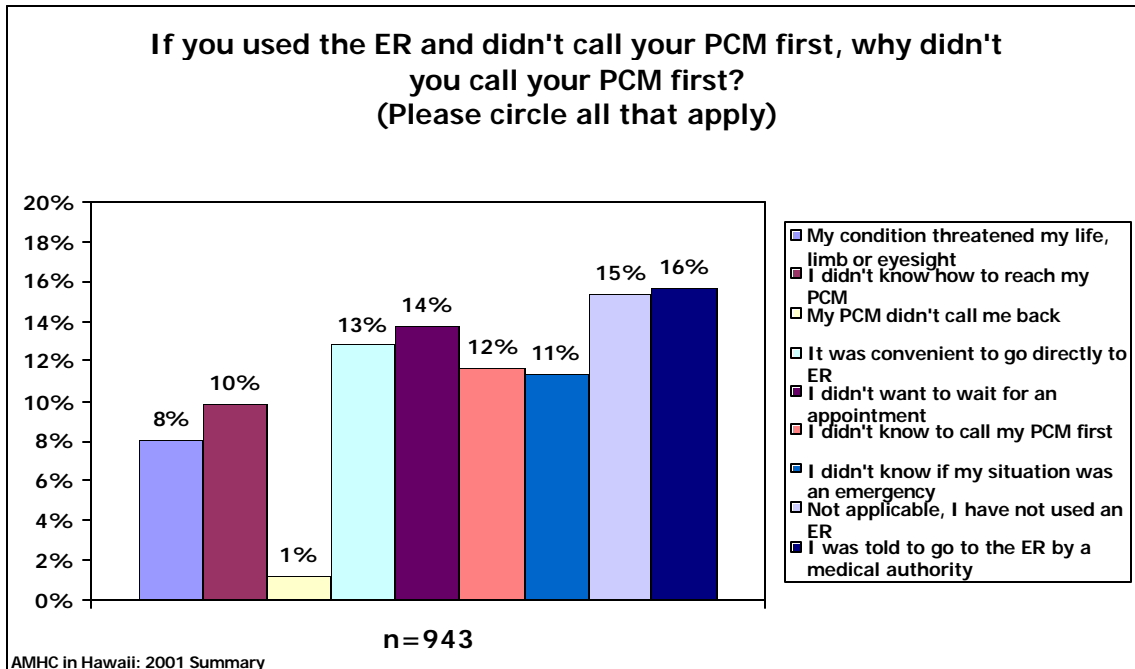
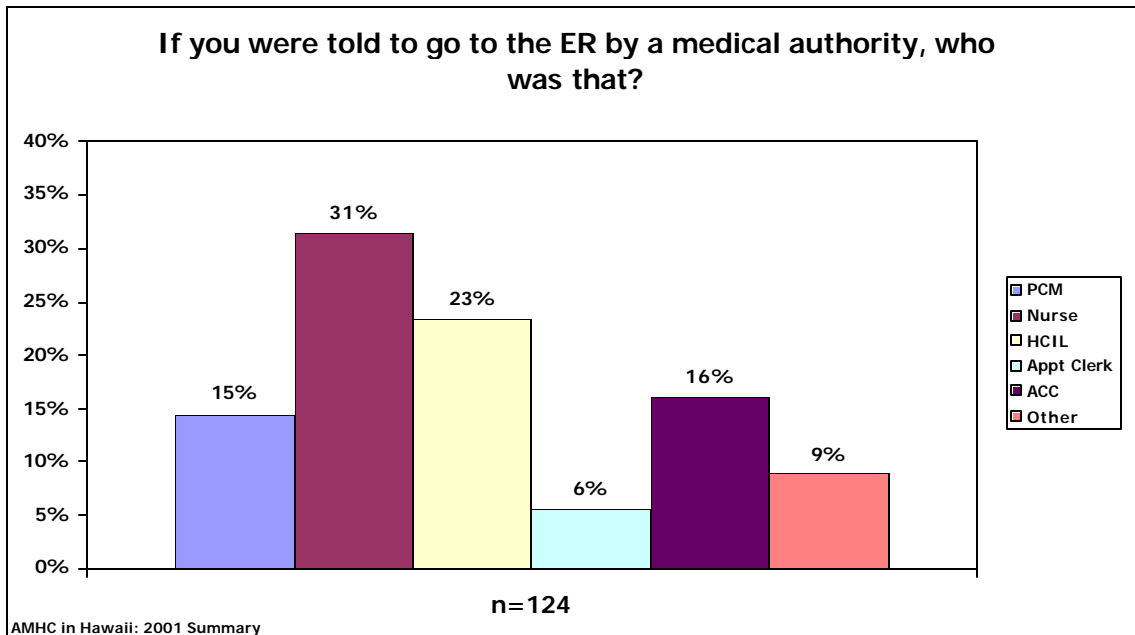
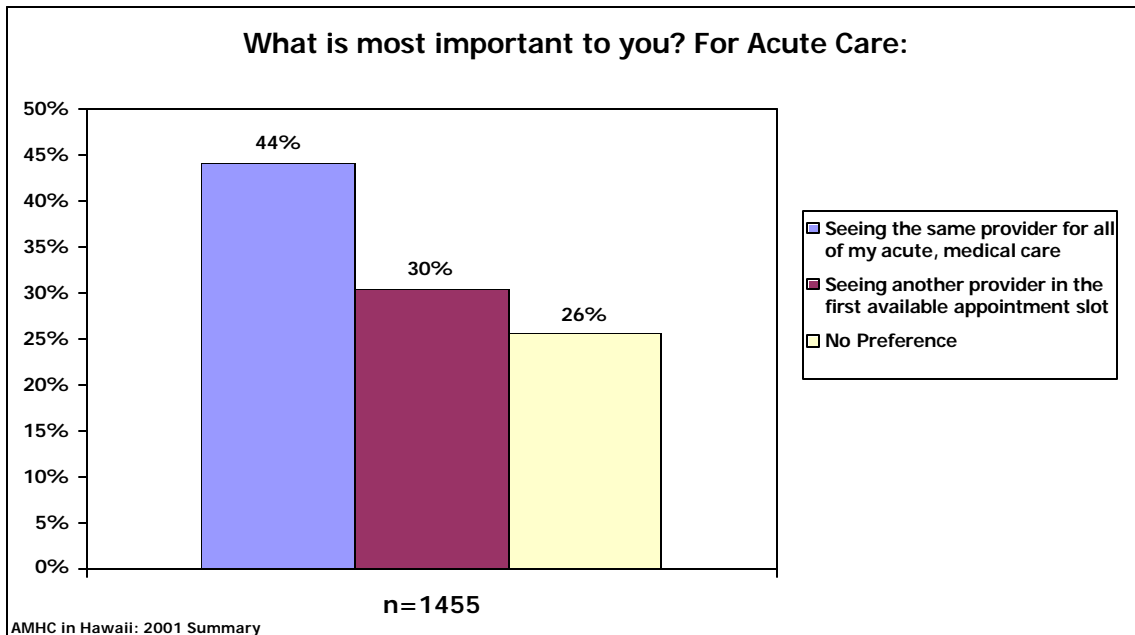


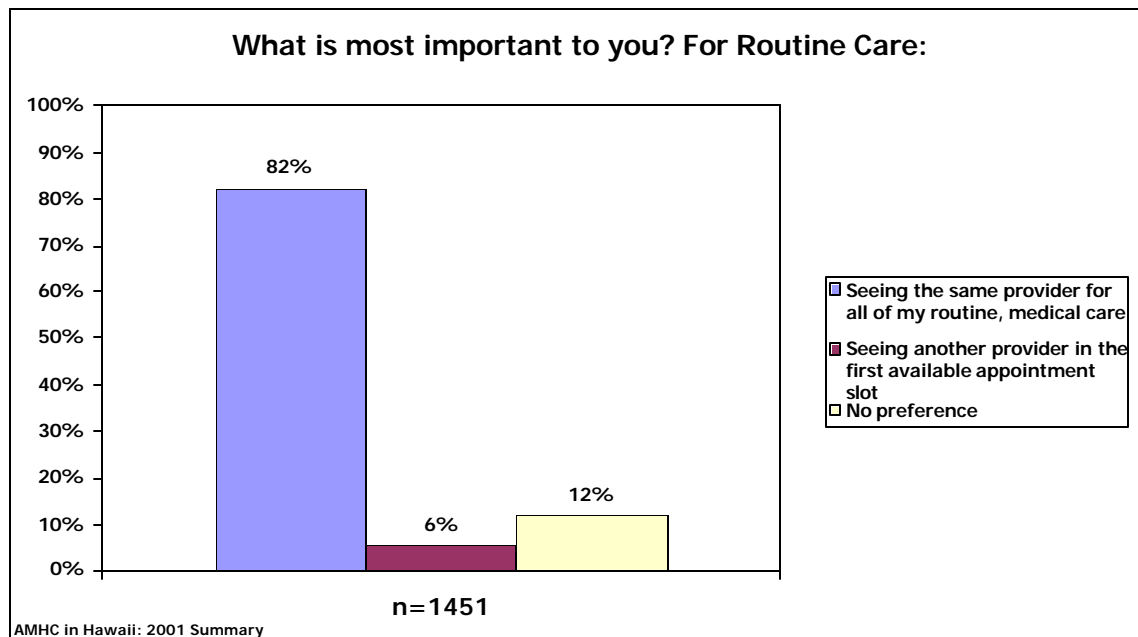
Figure 124



**Figure 125**



**Figure 126**



**Figure 127**

## **Accessing Military Health Care In Hawaii 2001 MTF-Level Reports**

This section presents MTF level information from the Accessing Military Health Care In Hawaii 2001 Survey. Each MTF-level report presents information from the clinics surveyed in the specified MTF category. (see Table 2)

The number of subjects for each analysis is dependent upon the nature of the question. For example, when a question requires the respondent to “circle all that apply” the number of responses to this type of question will be greater than the number of subjects because multiple answers are allowed. Due to the rounding format of excel some total percentages may only add up to 99%.

## AMHC in Hawaii: Barbers Point and Makalapa 2001 Summary Report

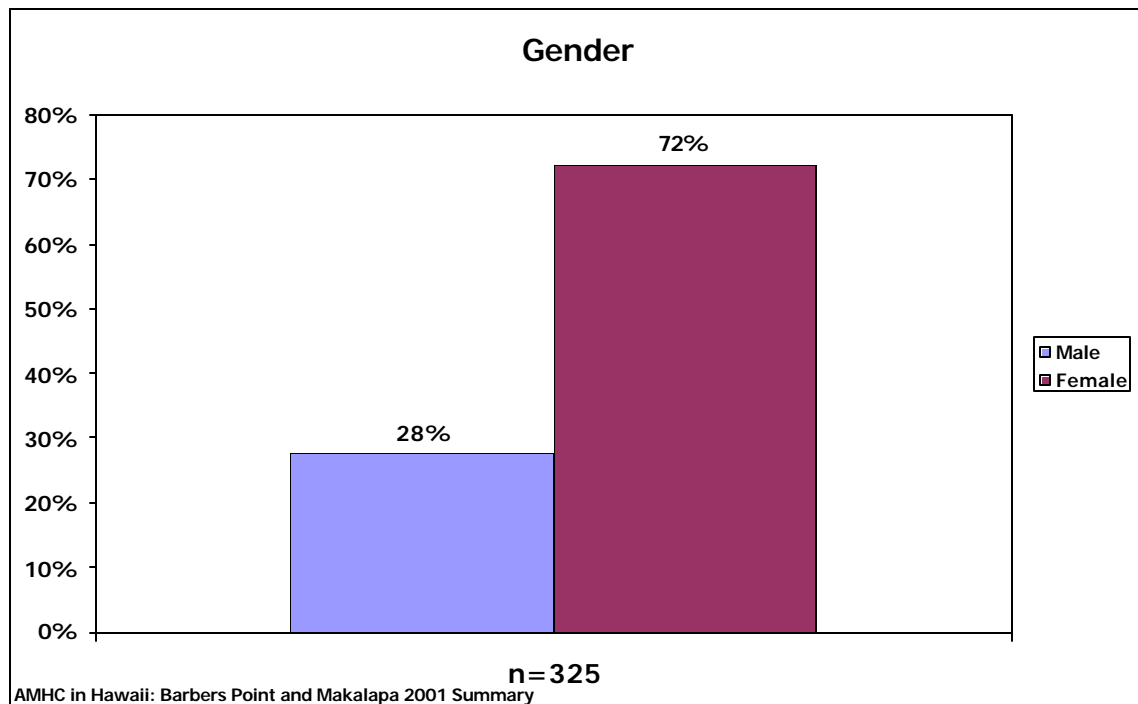


Figure 128

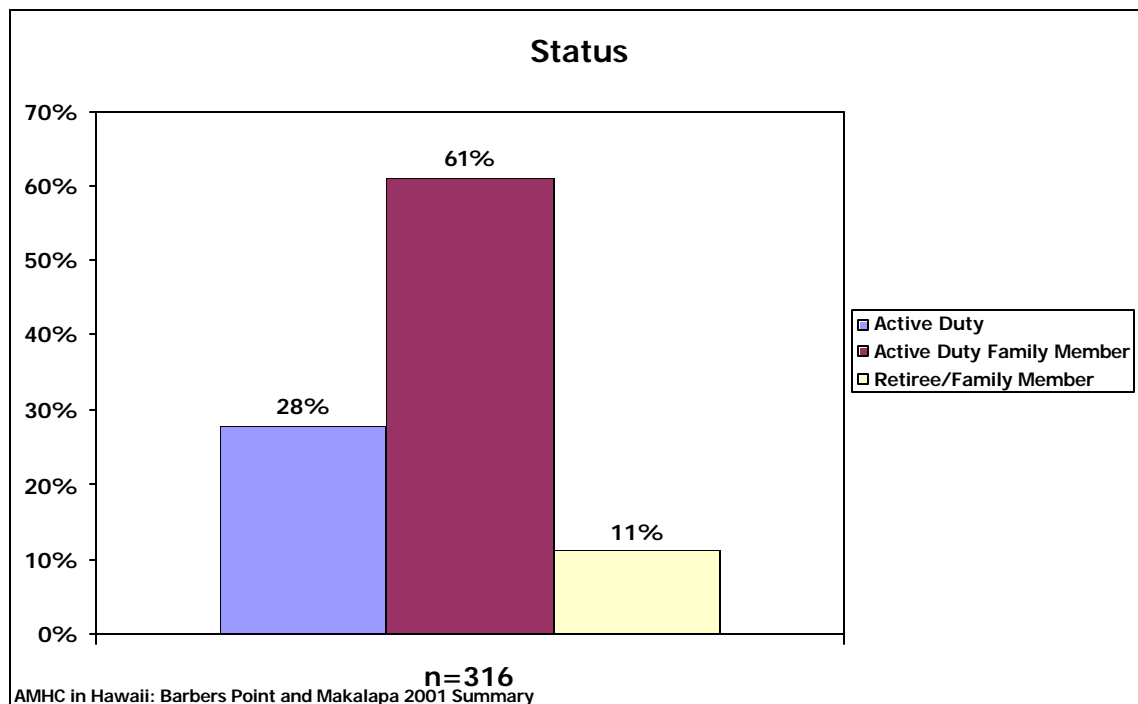
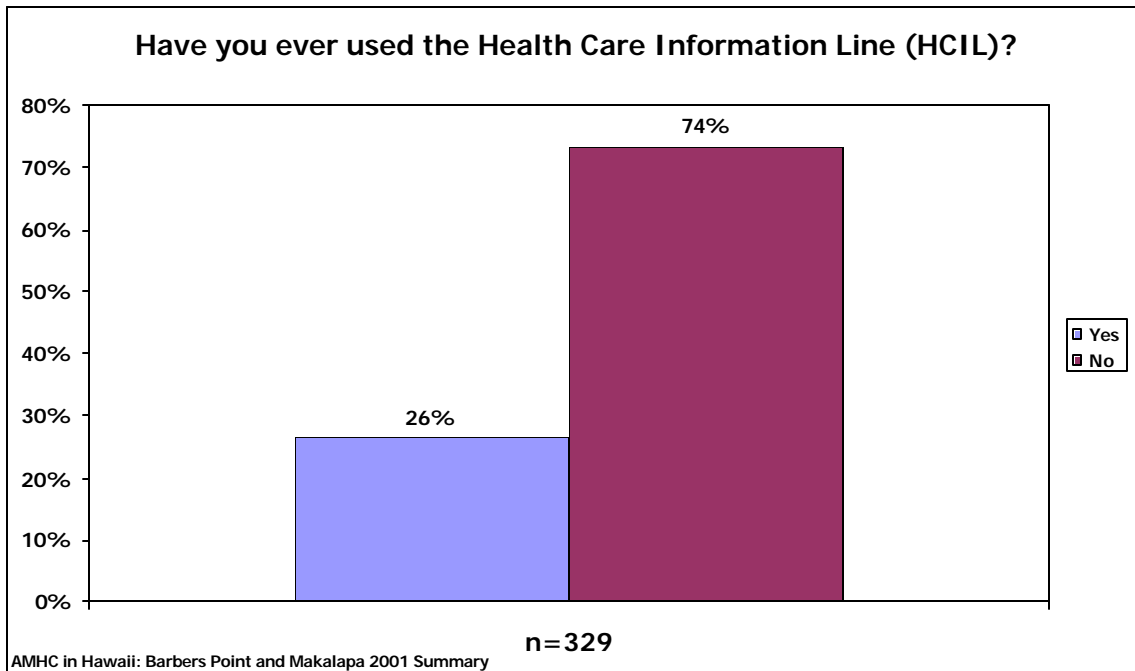
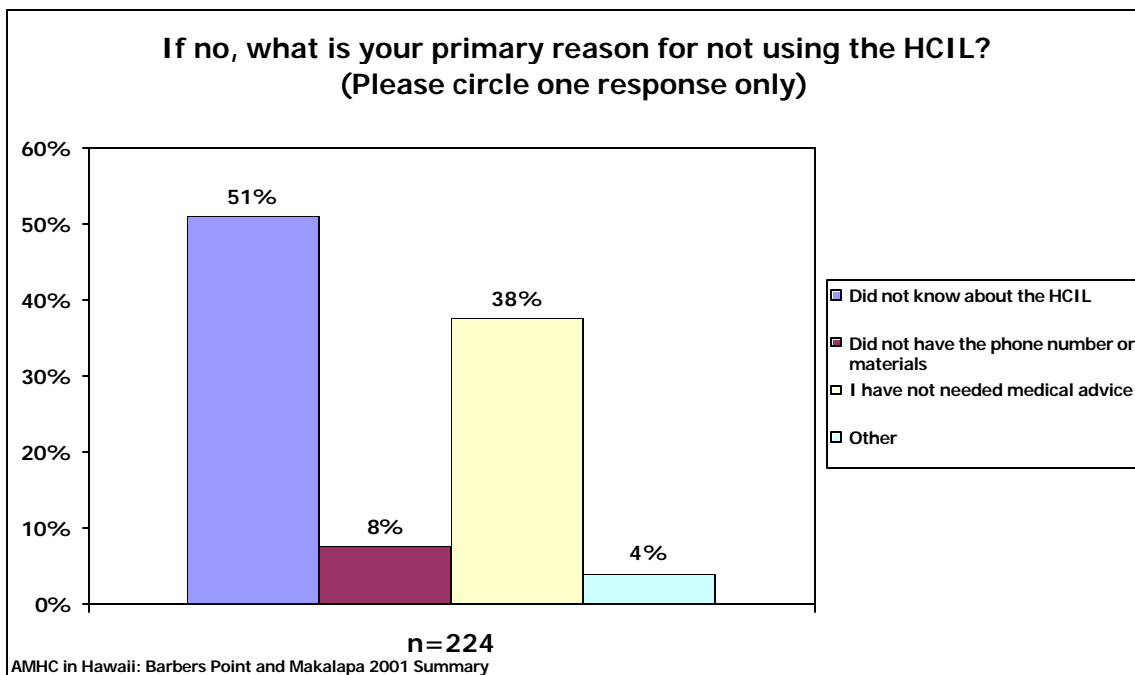


Figure 129





**Figure 130**



**Figure 131**

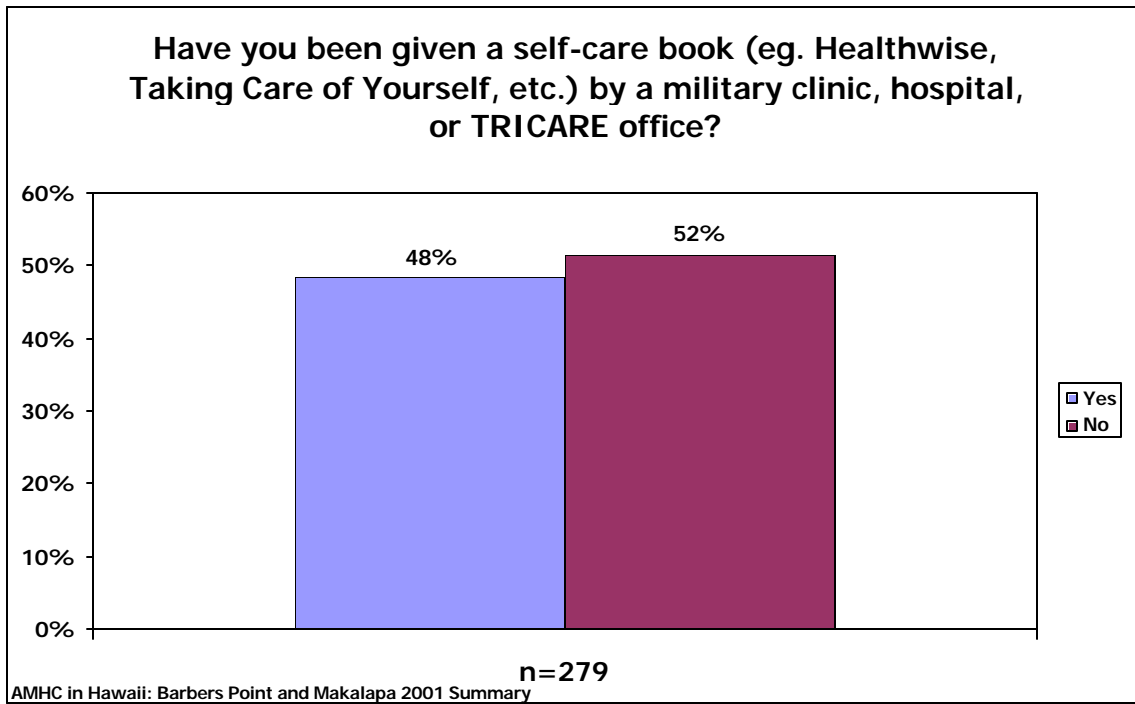


Figure 132

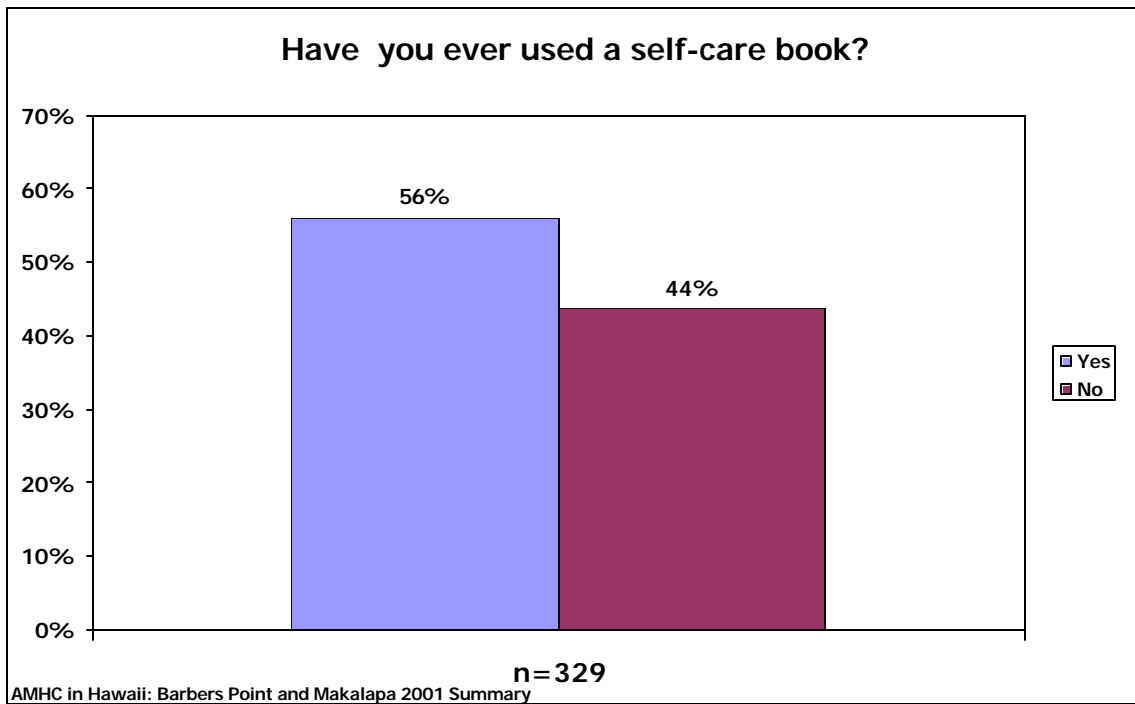
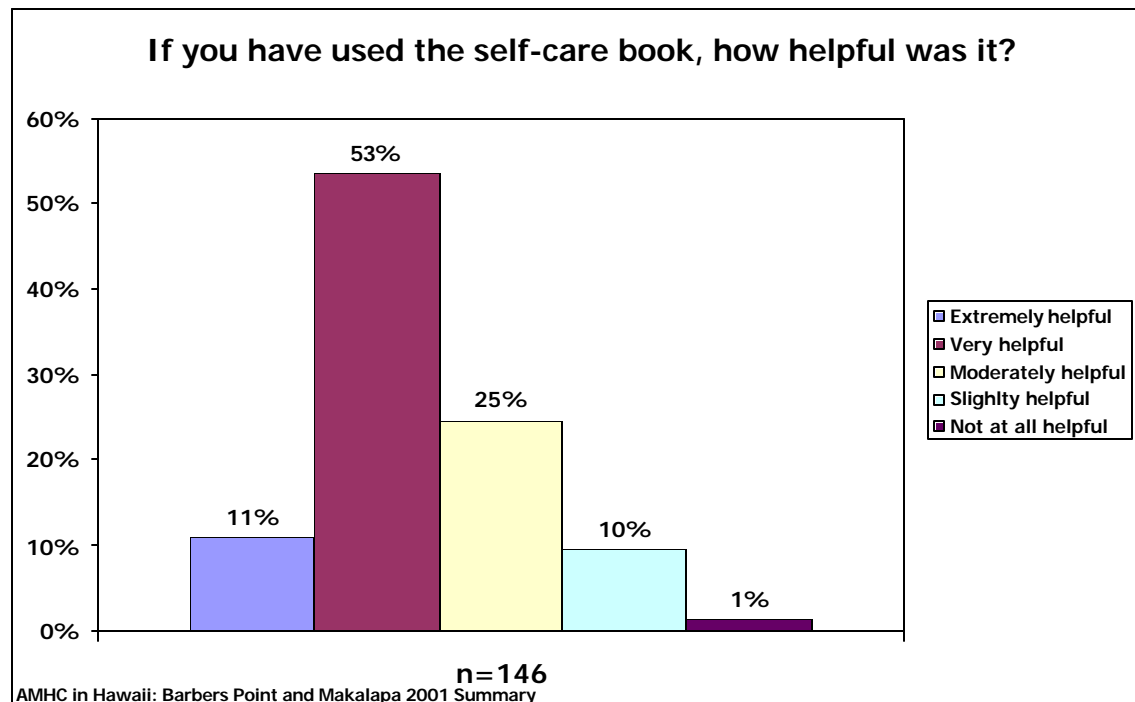
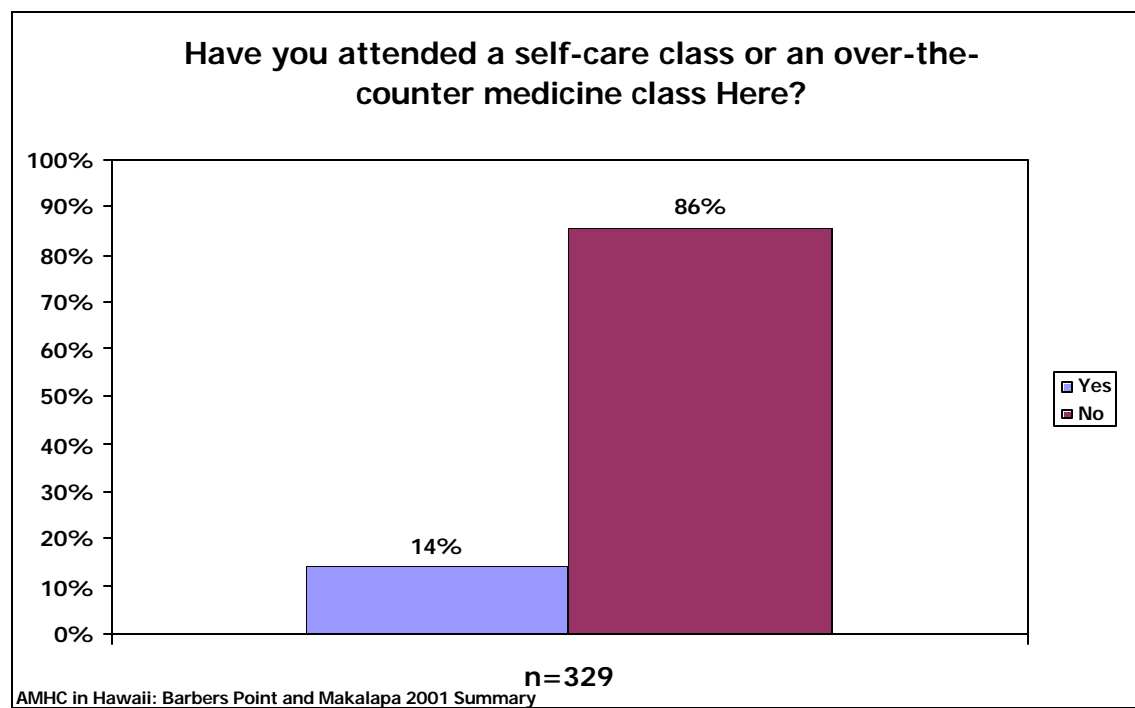


Figure 133



**Figure 134**



**Figure 135**

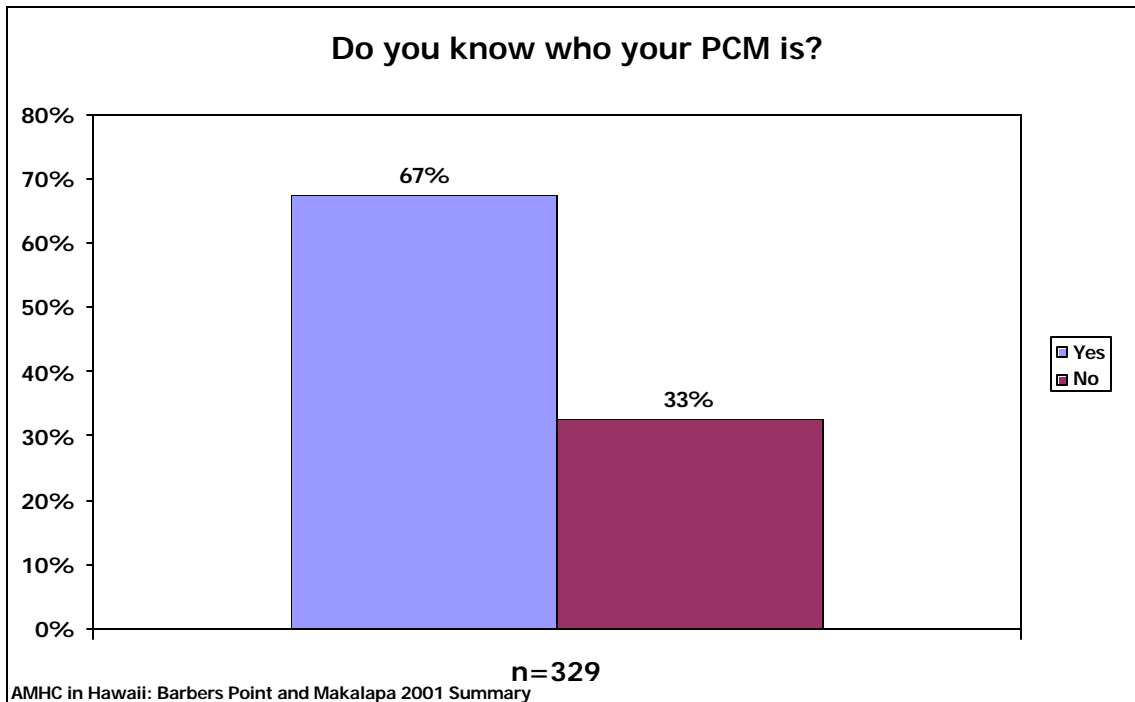


Figure 136

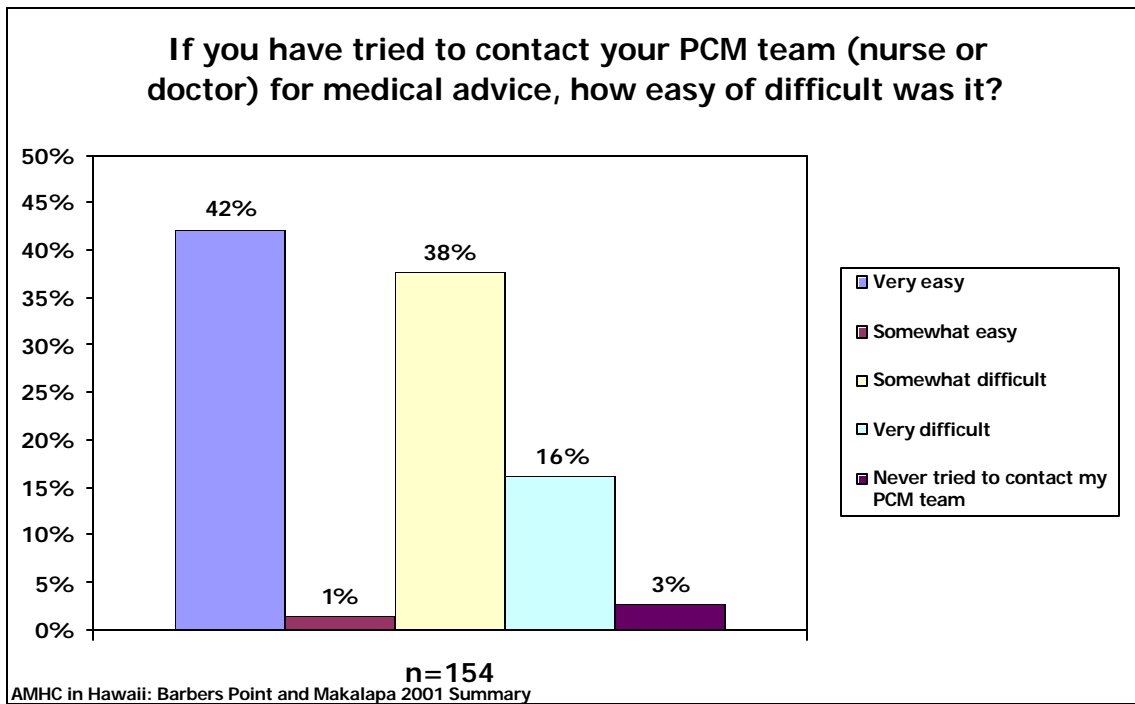
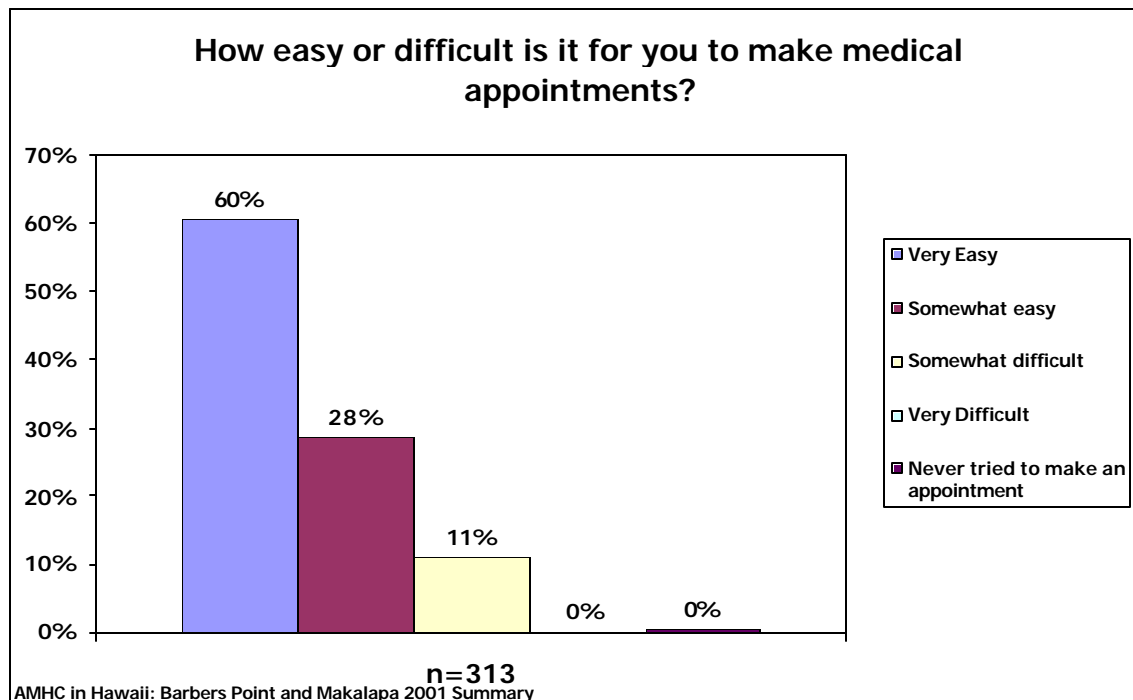
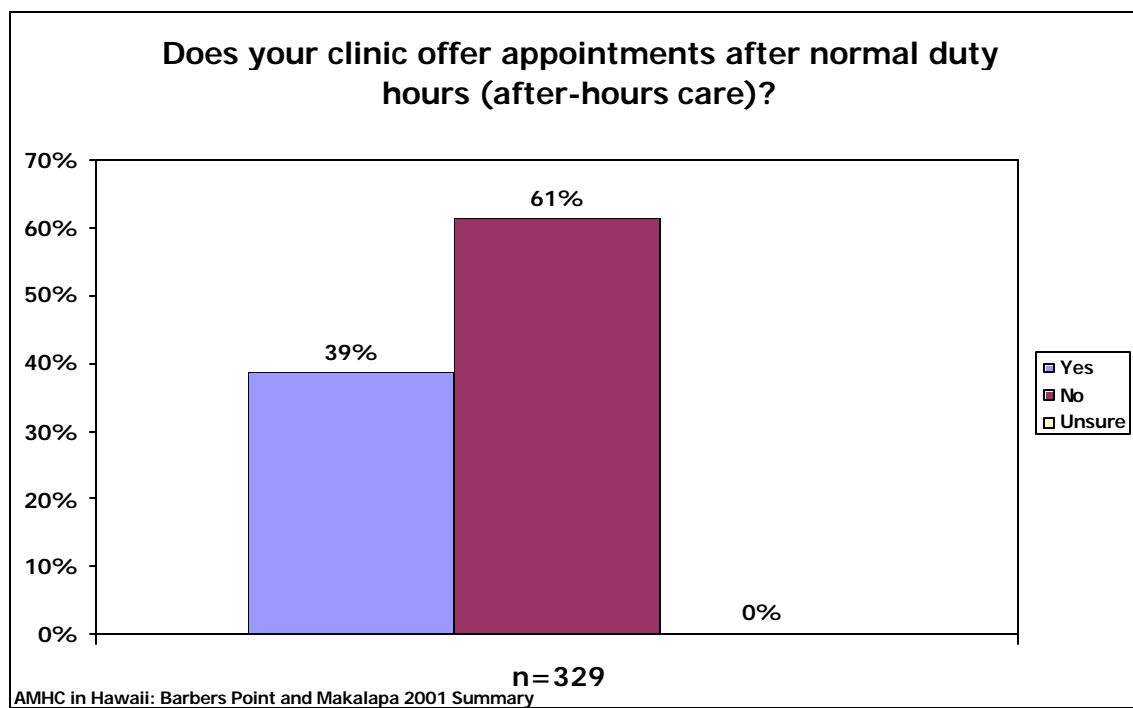


Figure 137



**Figure 138**



**Figure 139** Note: “unsure” responses may have been unintentionally omitted due to database design

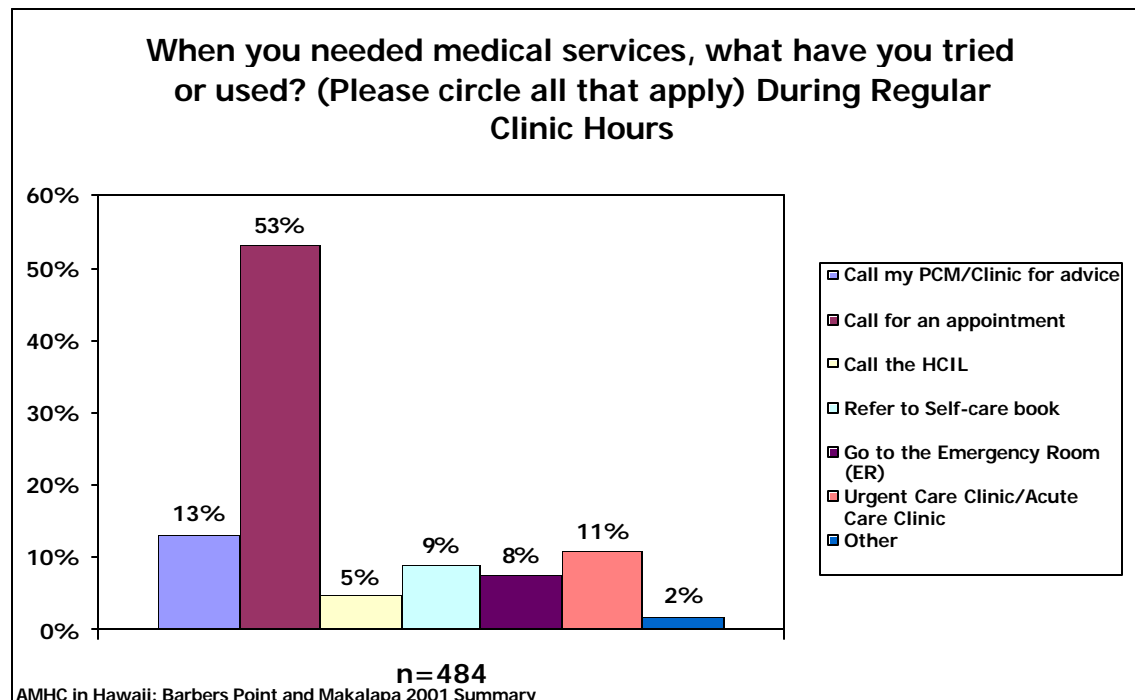


Figure 140

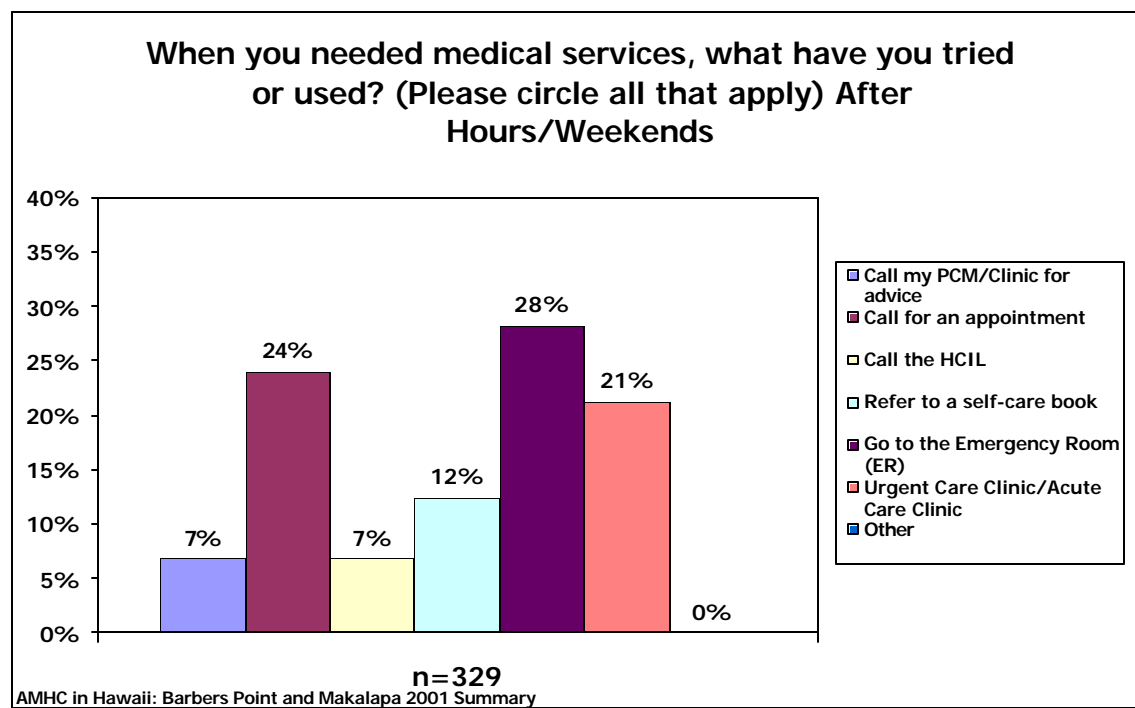
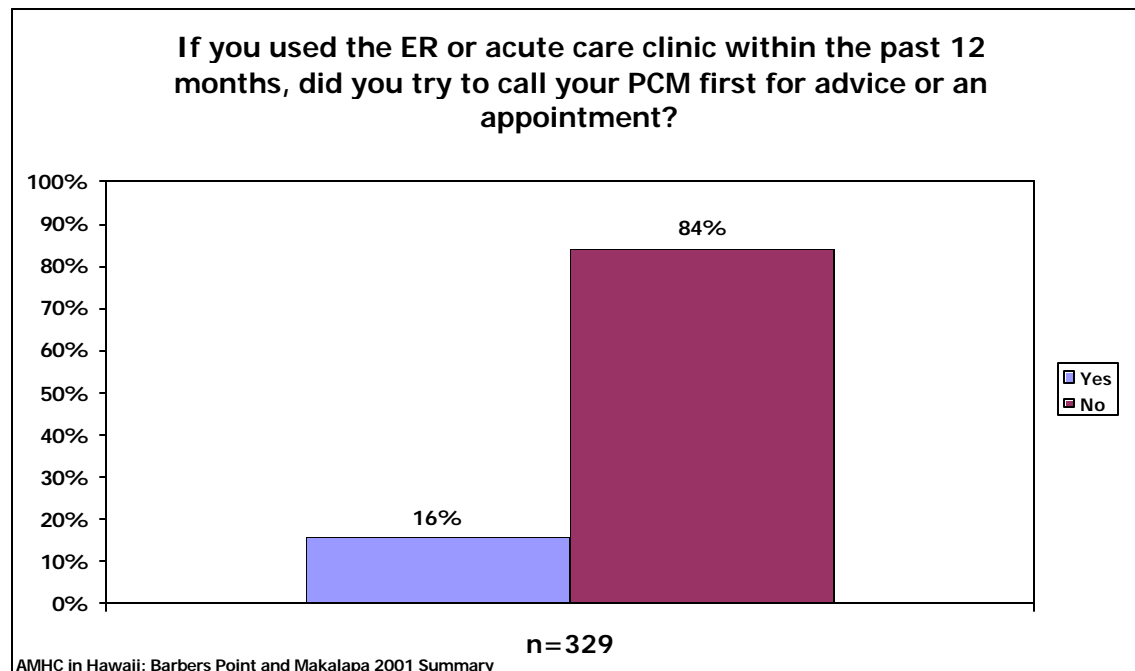
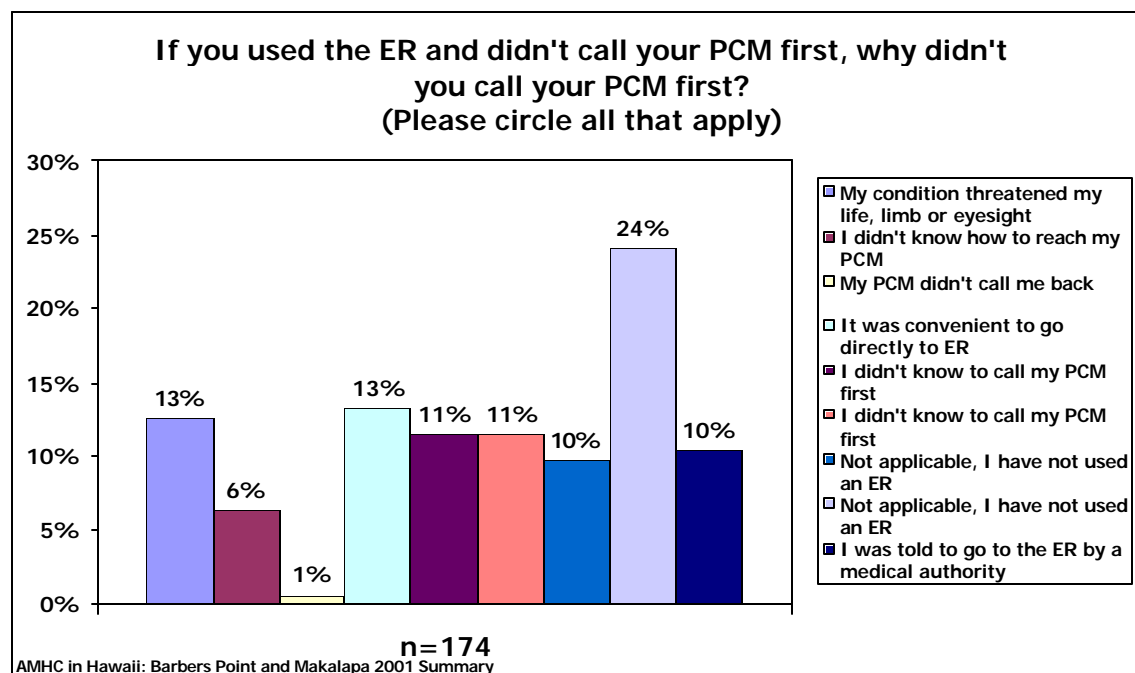


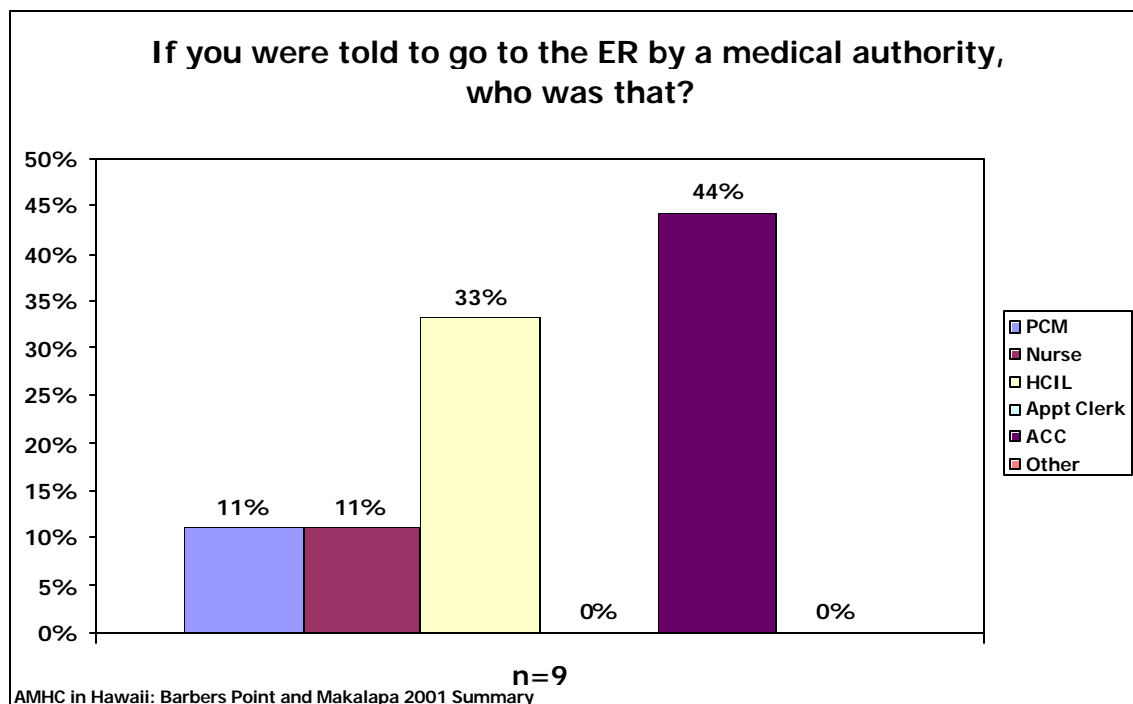
Figure 141



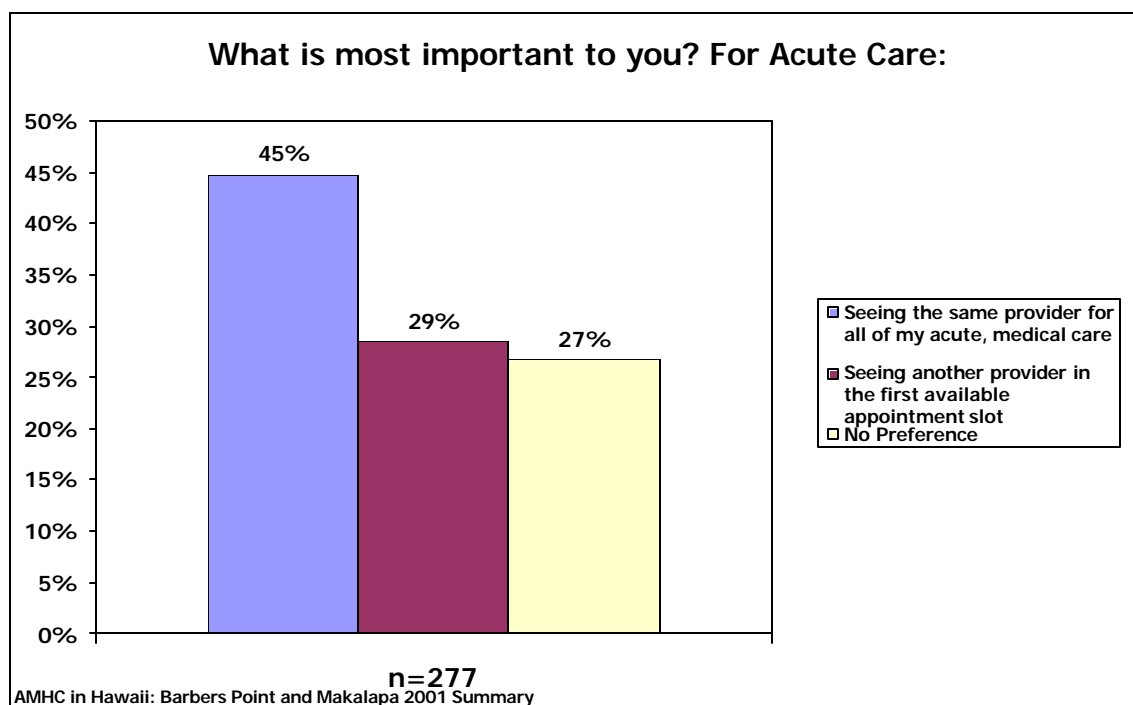
**Figure 142**



**Figure 143**

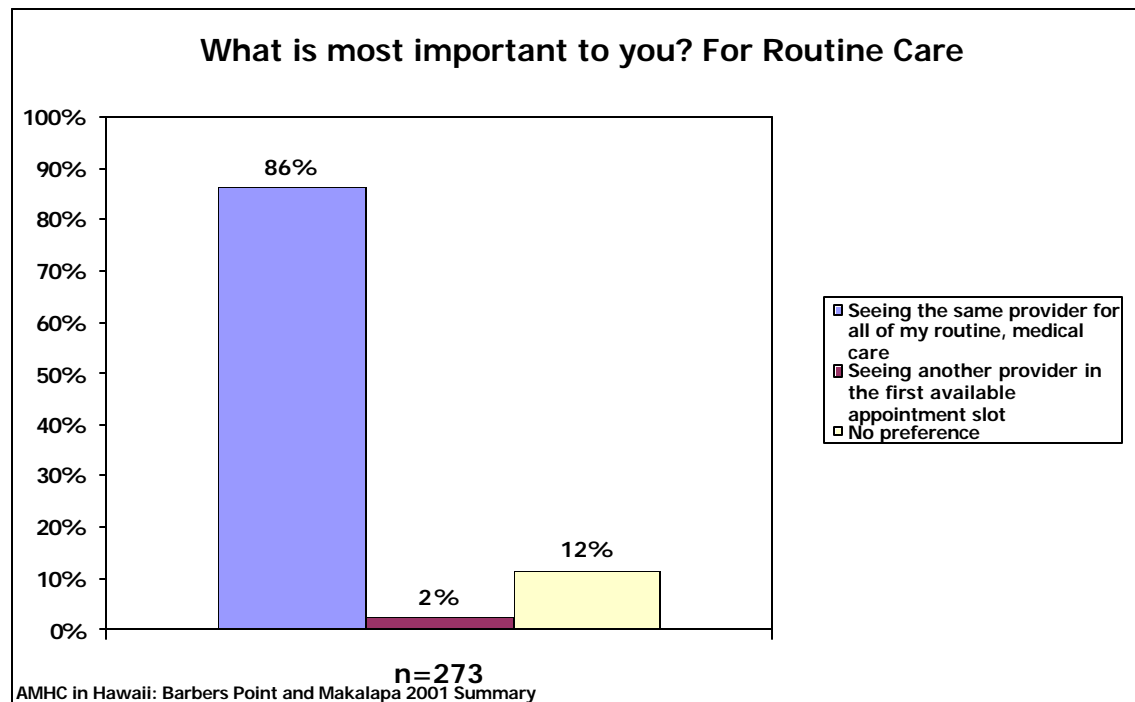


**Figure 144**



**Figure 145**





**Figure 146**

## AMHC in Hawaii: Hickam 2001 Aggregate Report

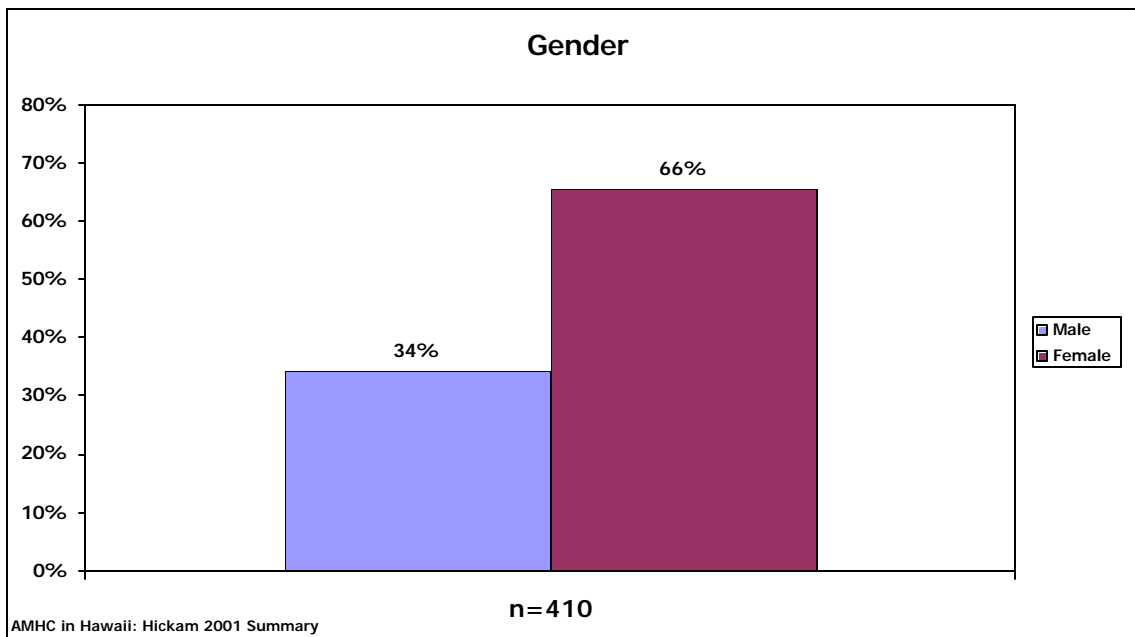


Figure 147

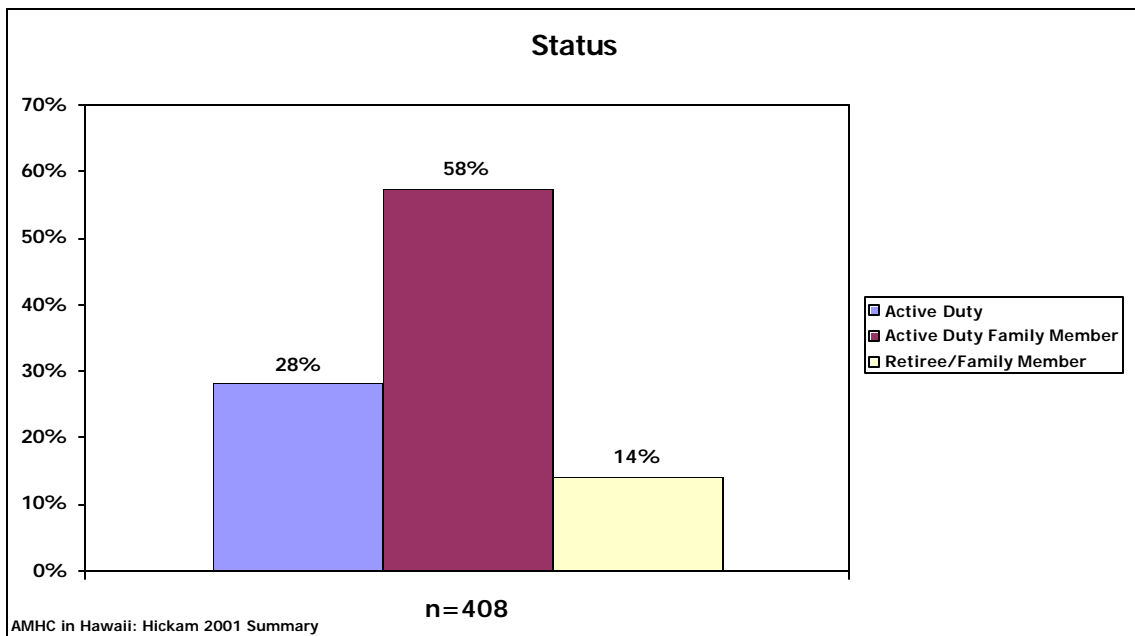
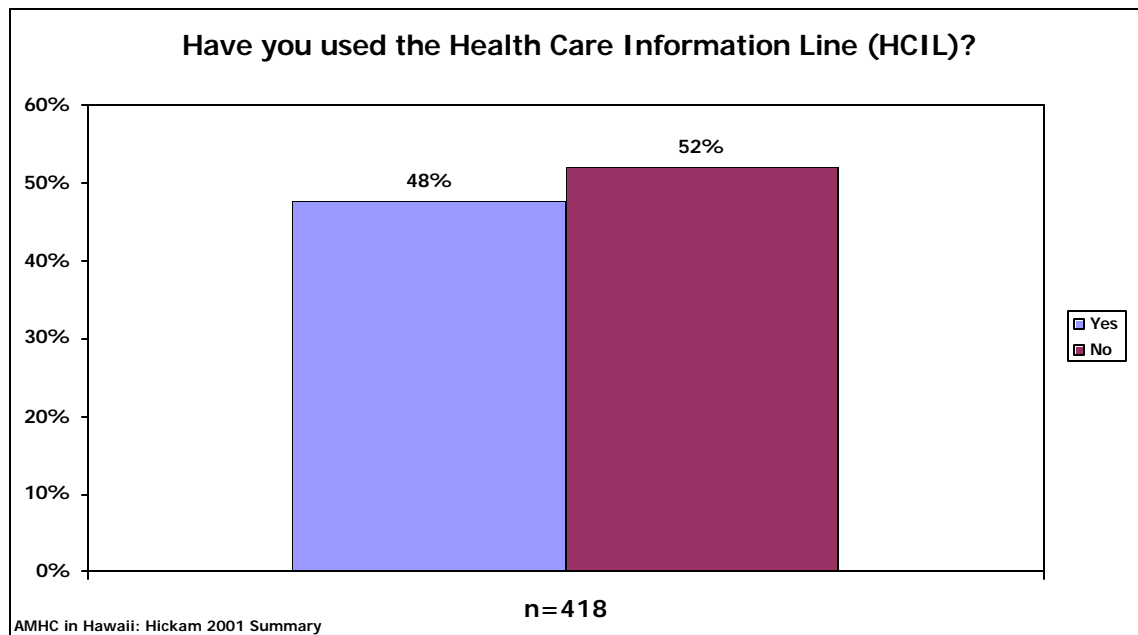
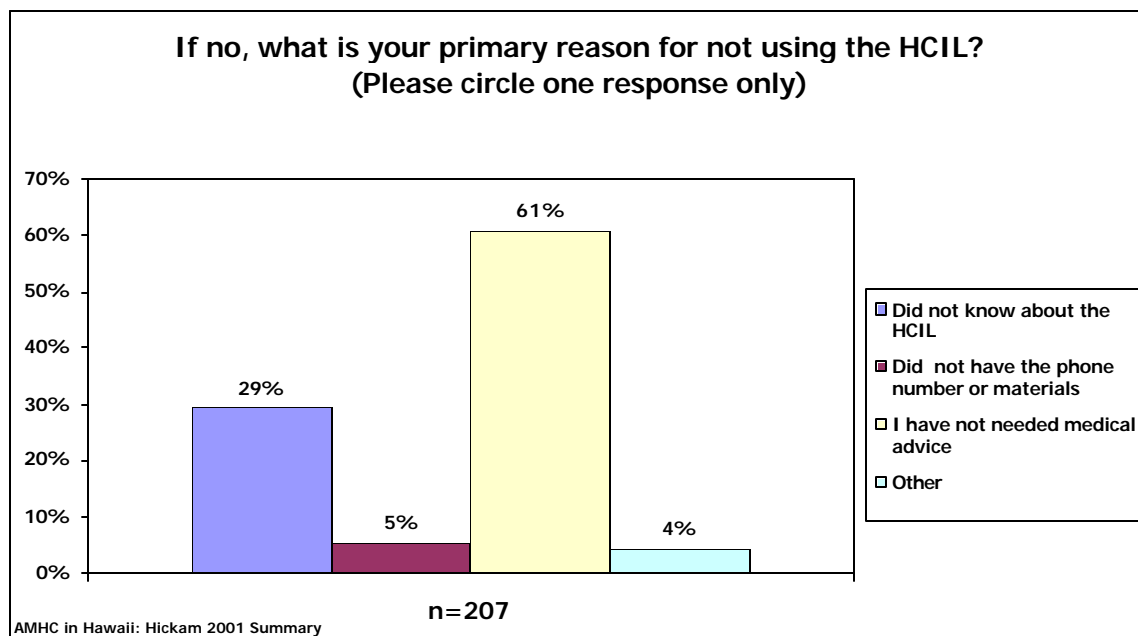


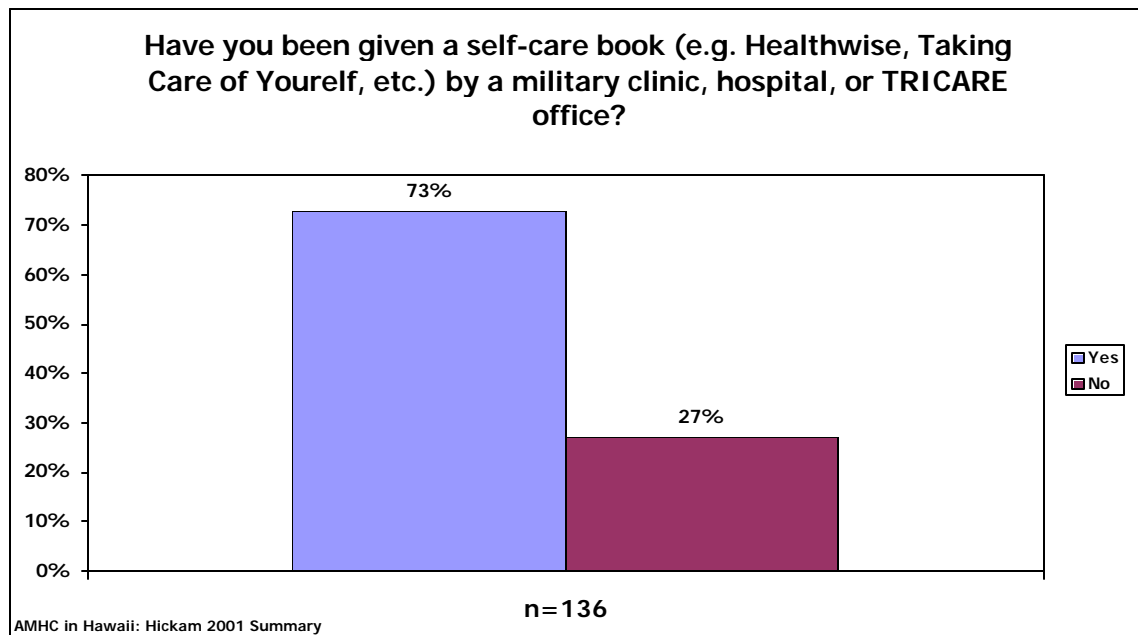
Figure 148



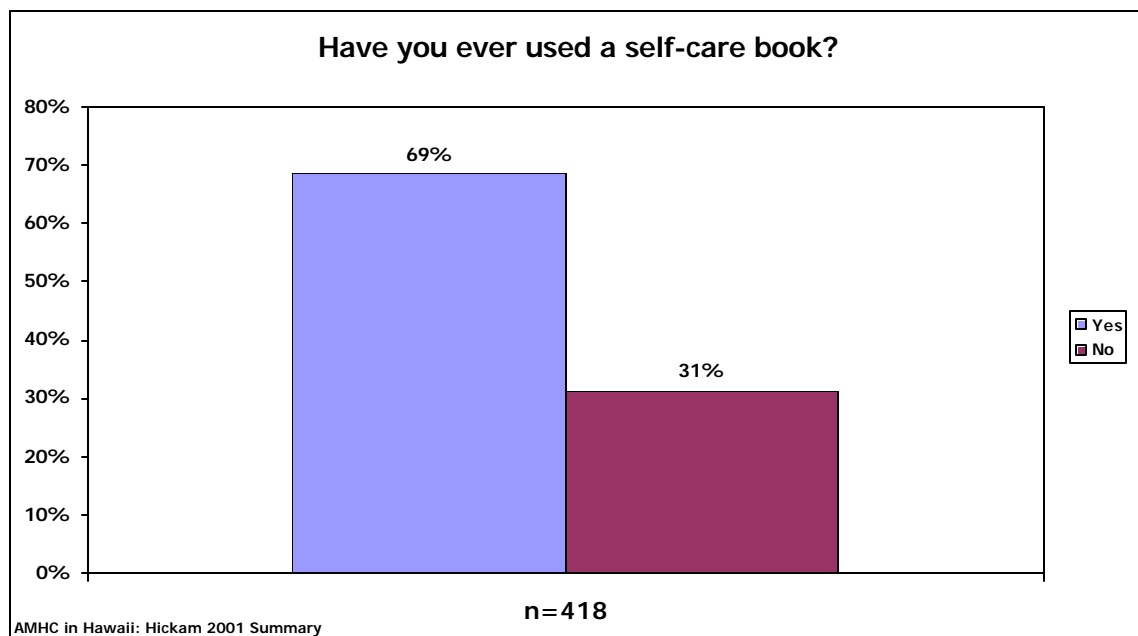
**Figure 149**



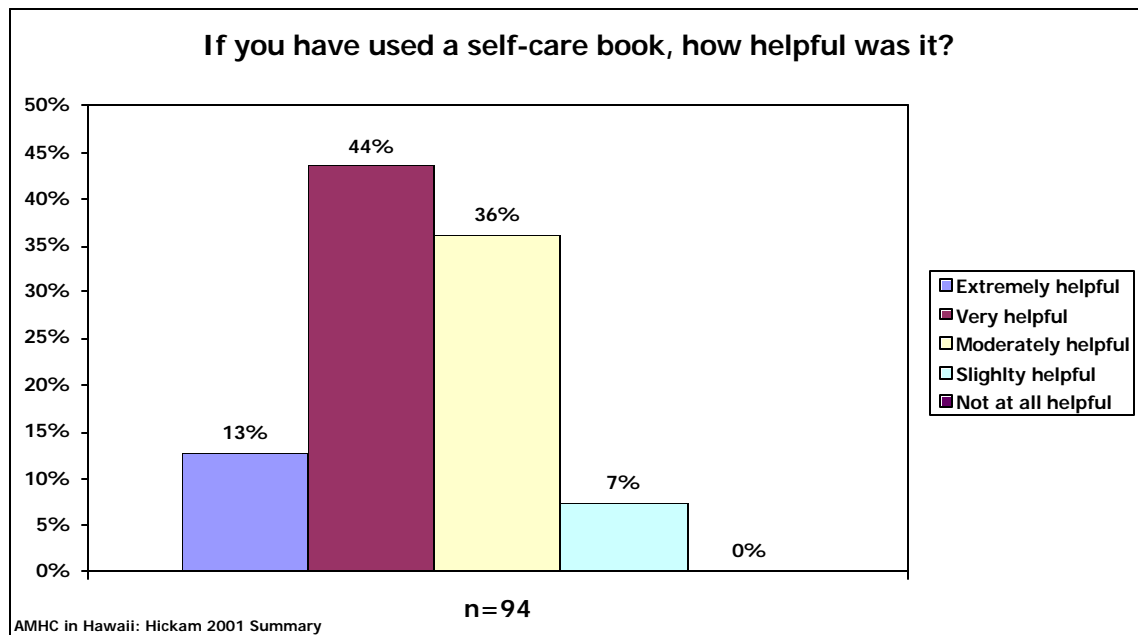
**Figure 150**



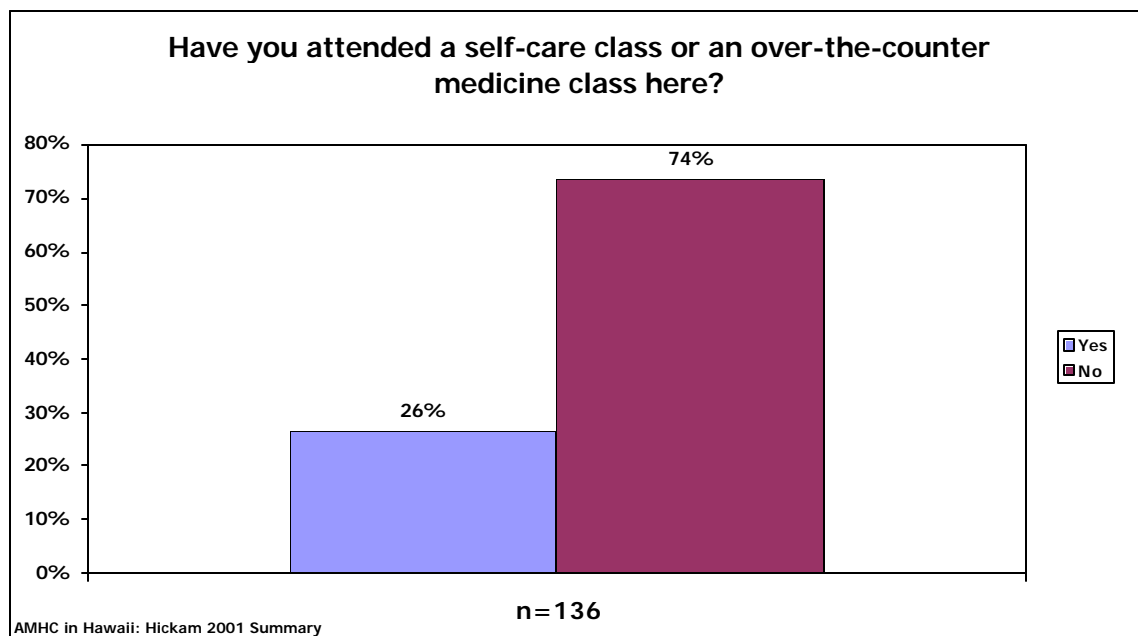
**Figure 151**



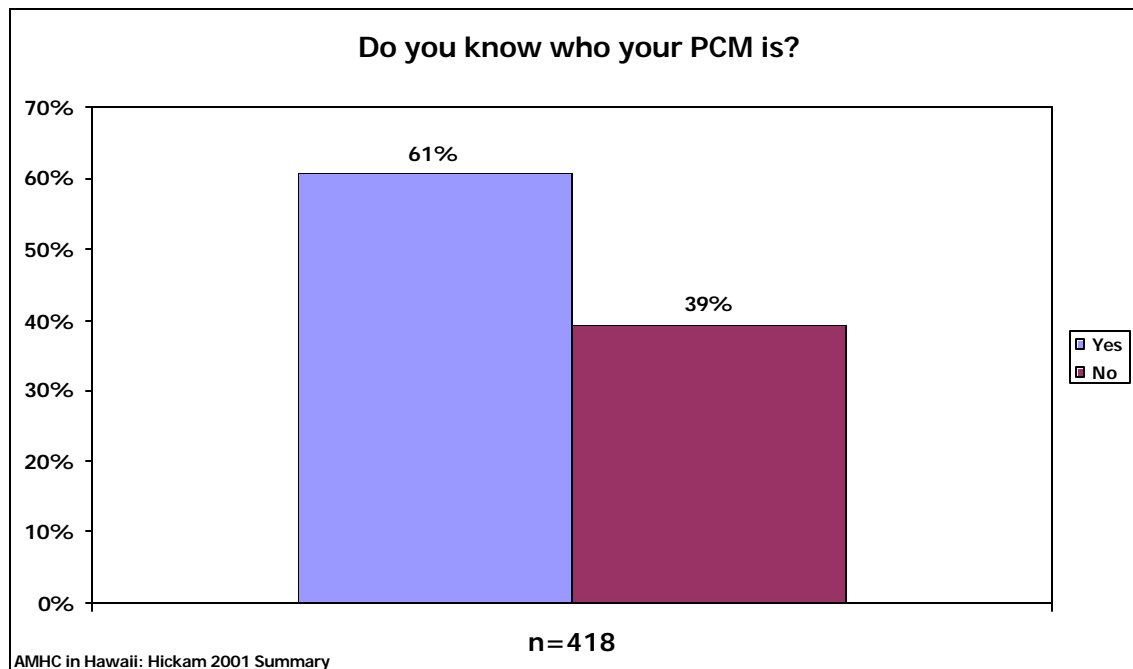
**Figure 152**



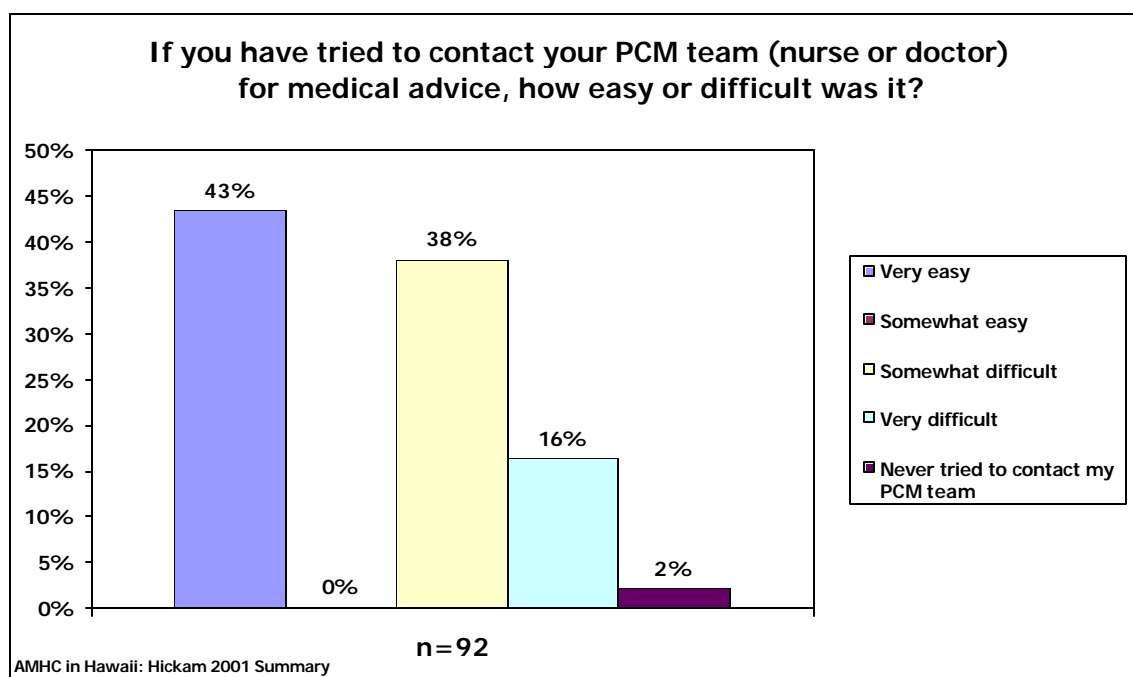
**Figure 153**



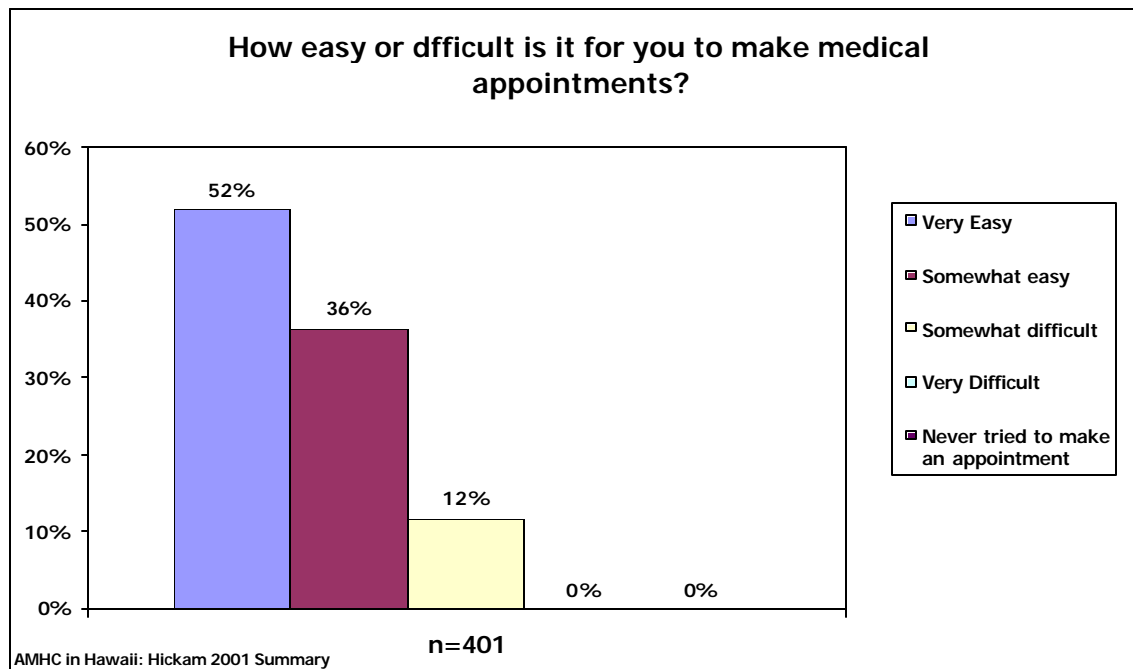
**Figure 154**



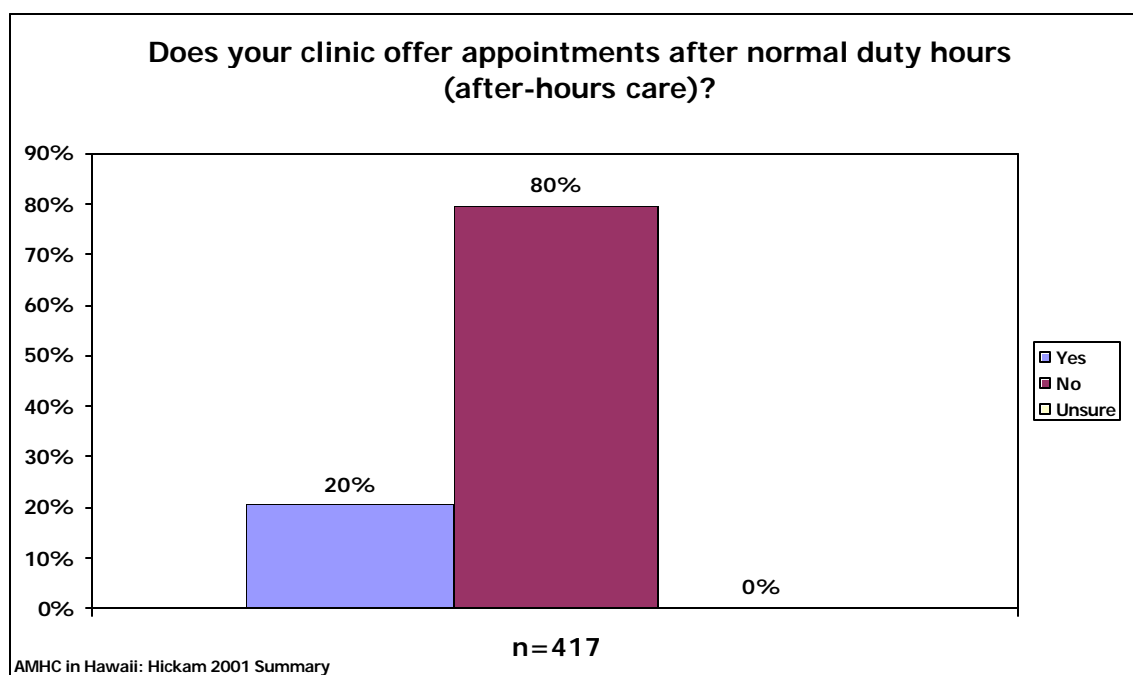
**Figure 155**



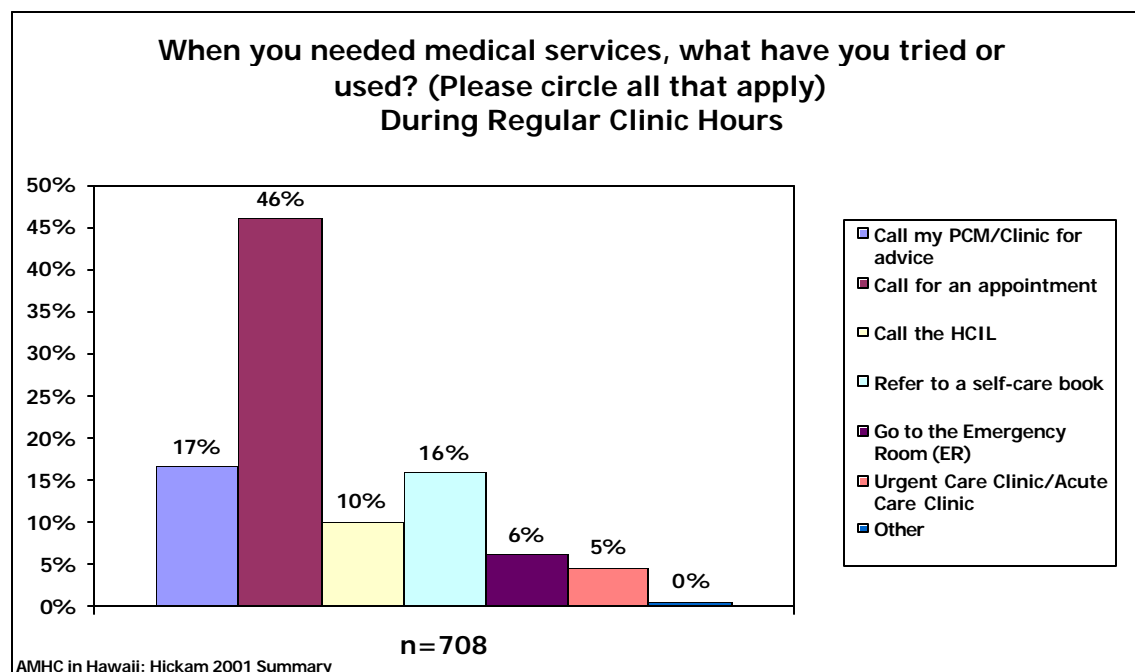
**Figure 156**



**Figure 157**

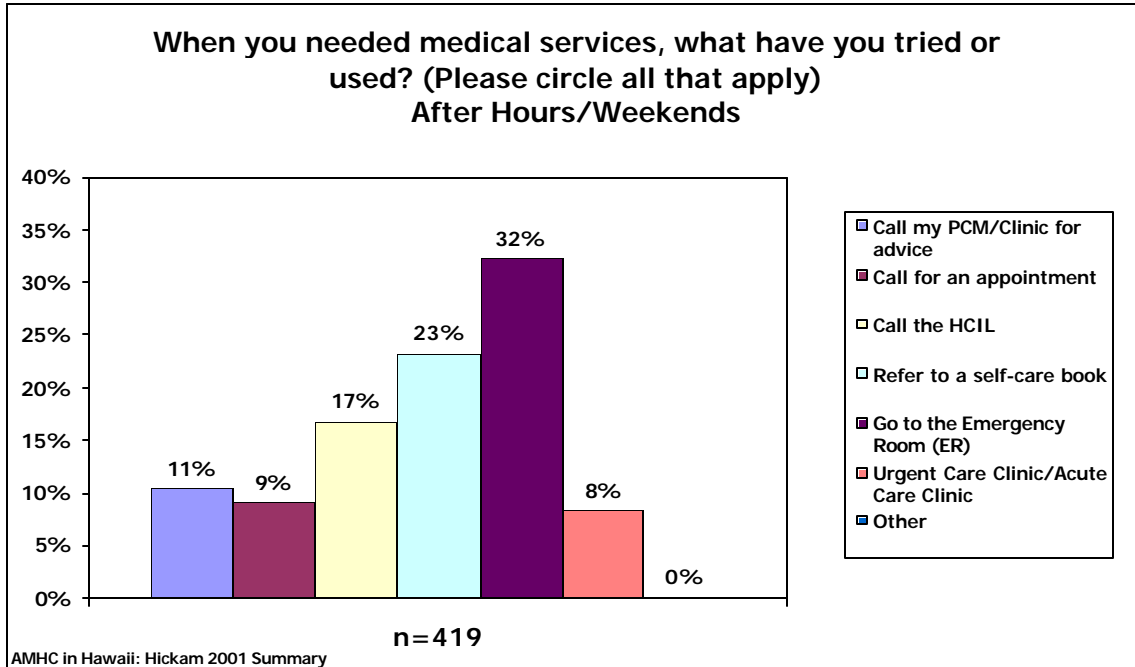


**Figure 158** Note: "unsure" responses may have been unintentionally omitted due to database design

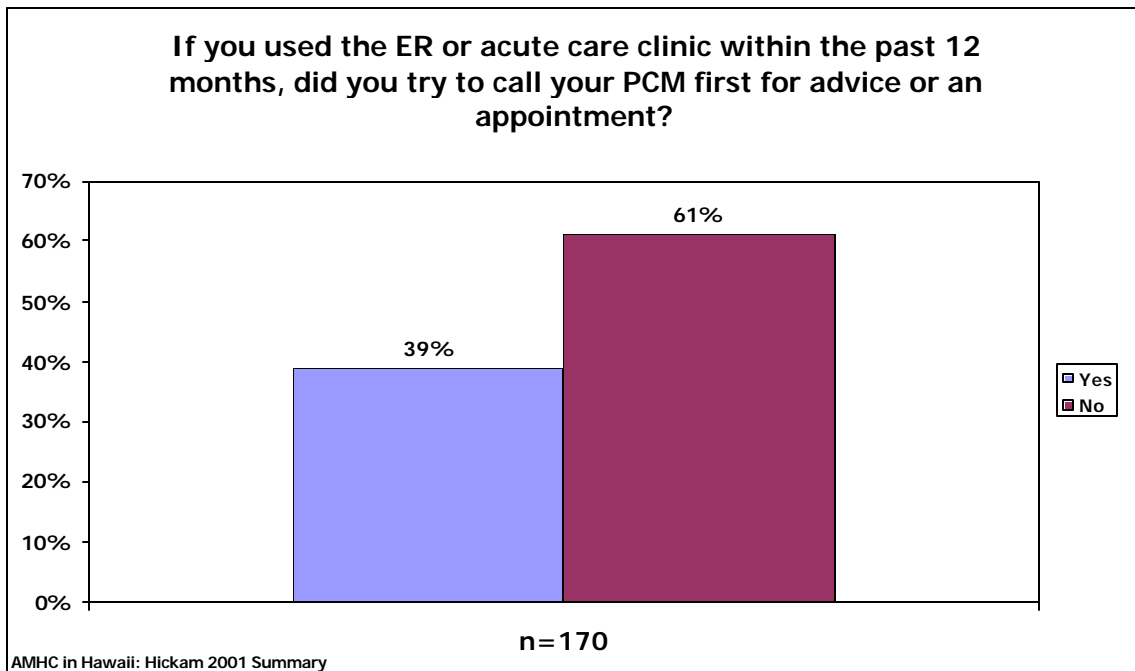


**Figure 159**





**Figure 160**



**Figure 161**

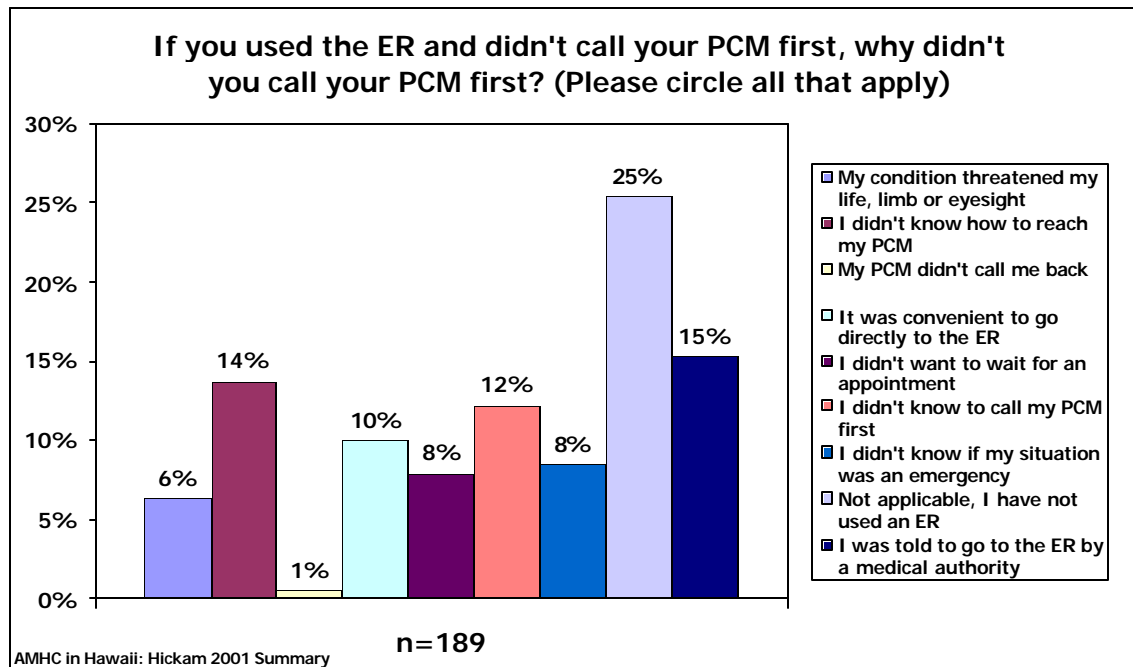


Figure 162

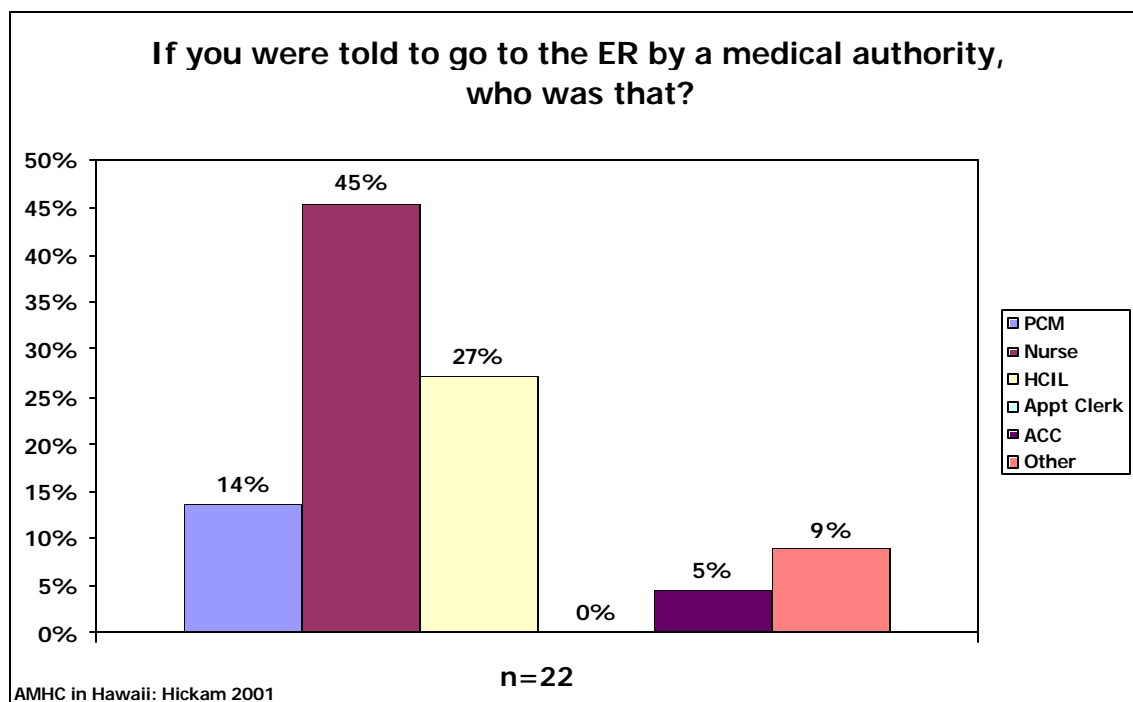
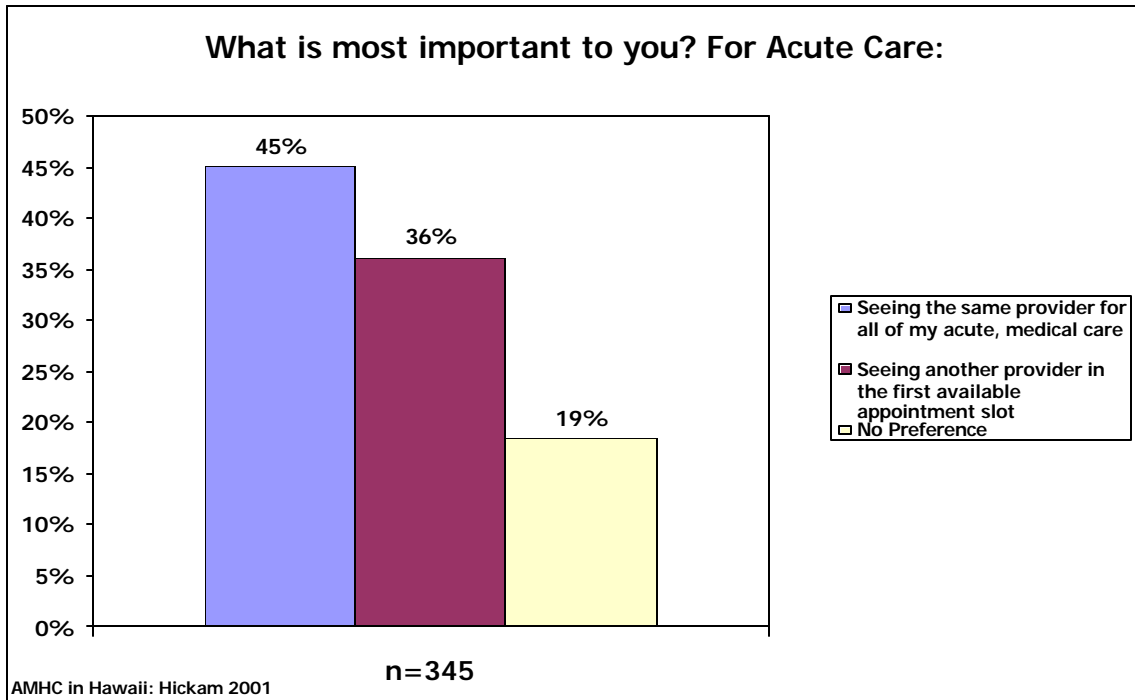
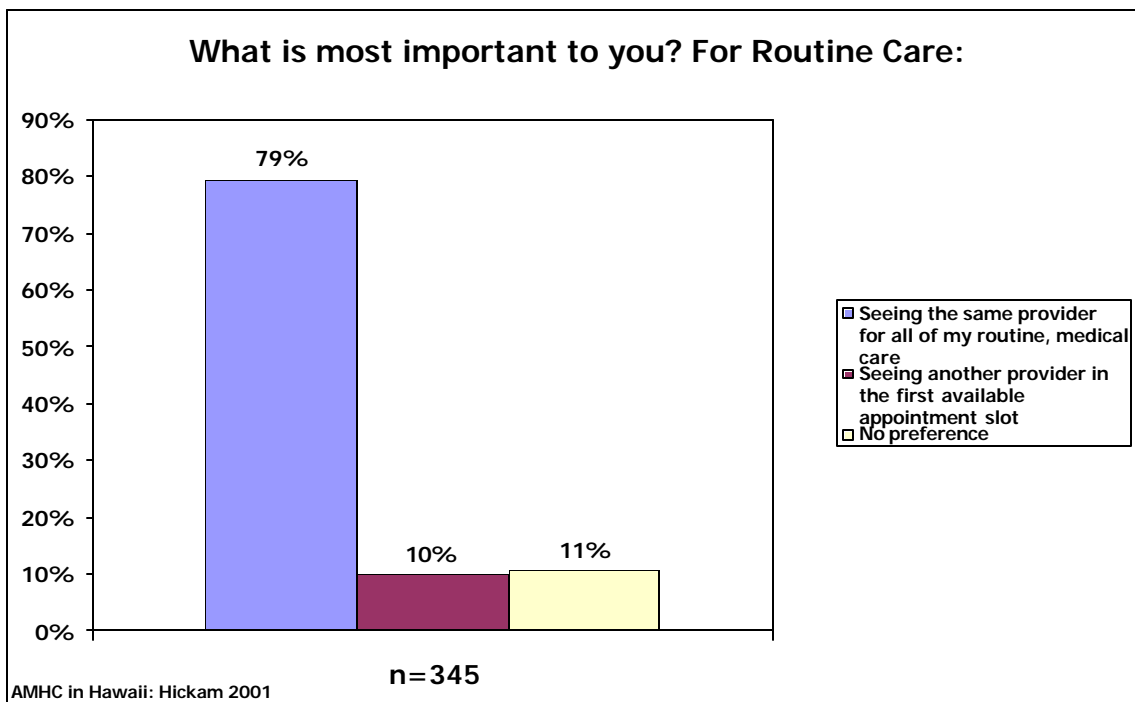


Figure 163



**Figure 164**



**Figure 16**

## AMHC in Hawaii: Kaneohe 2001 Summary

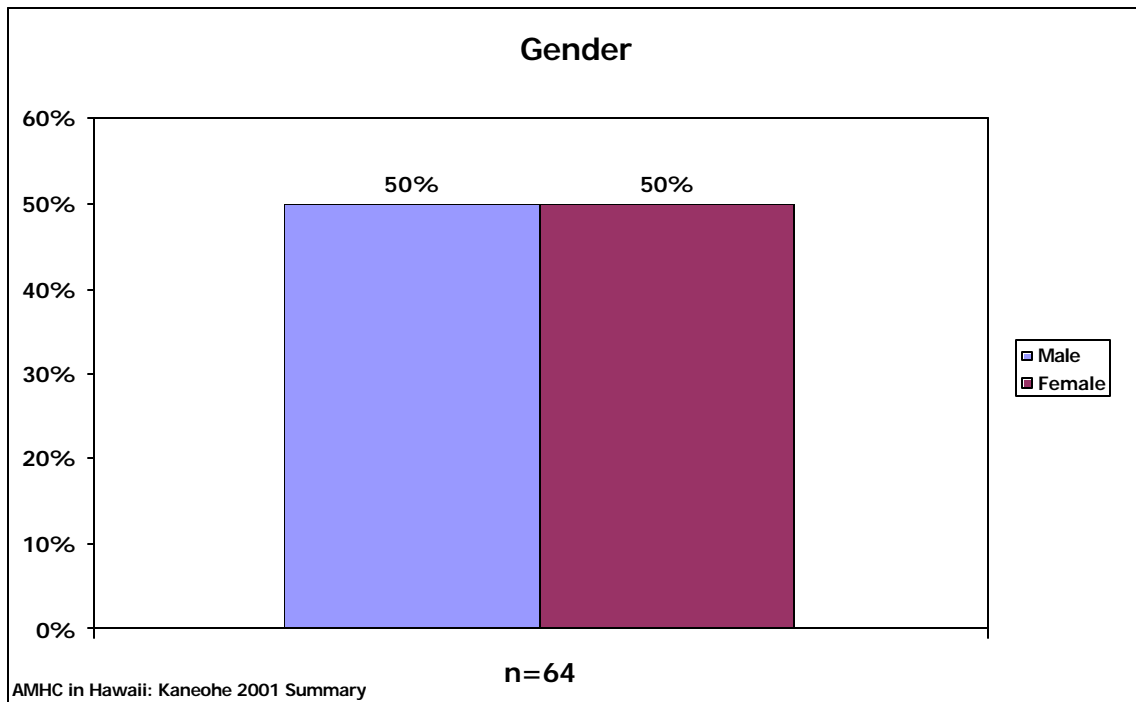


Figure 166

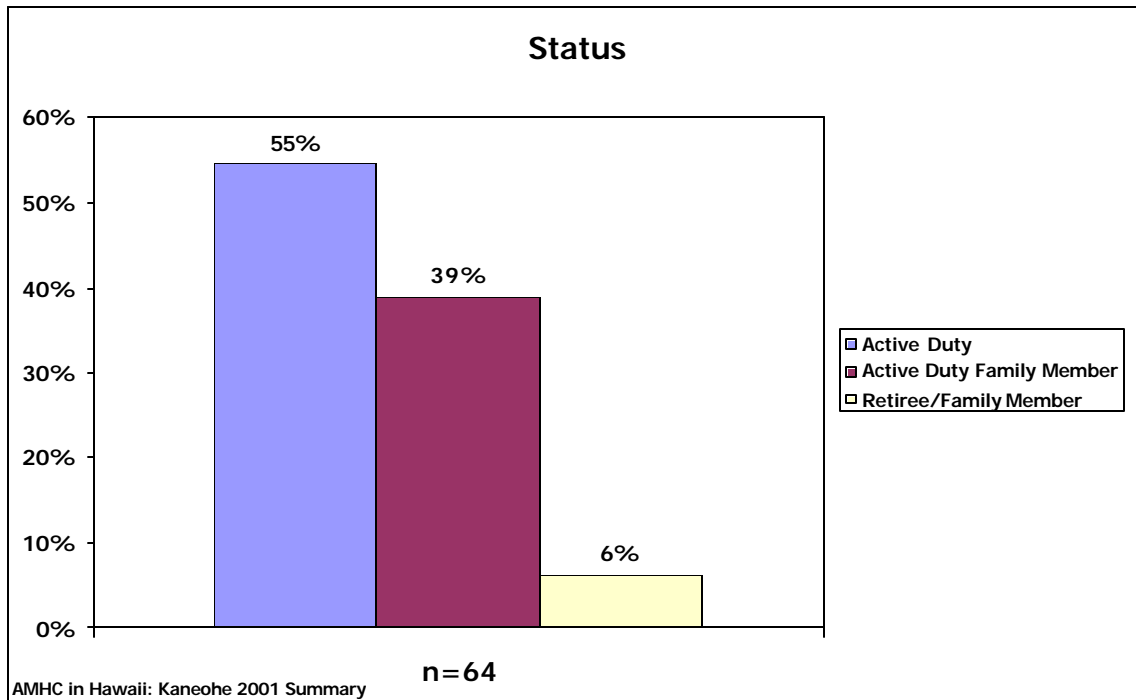
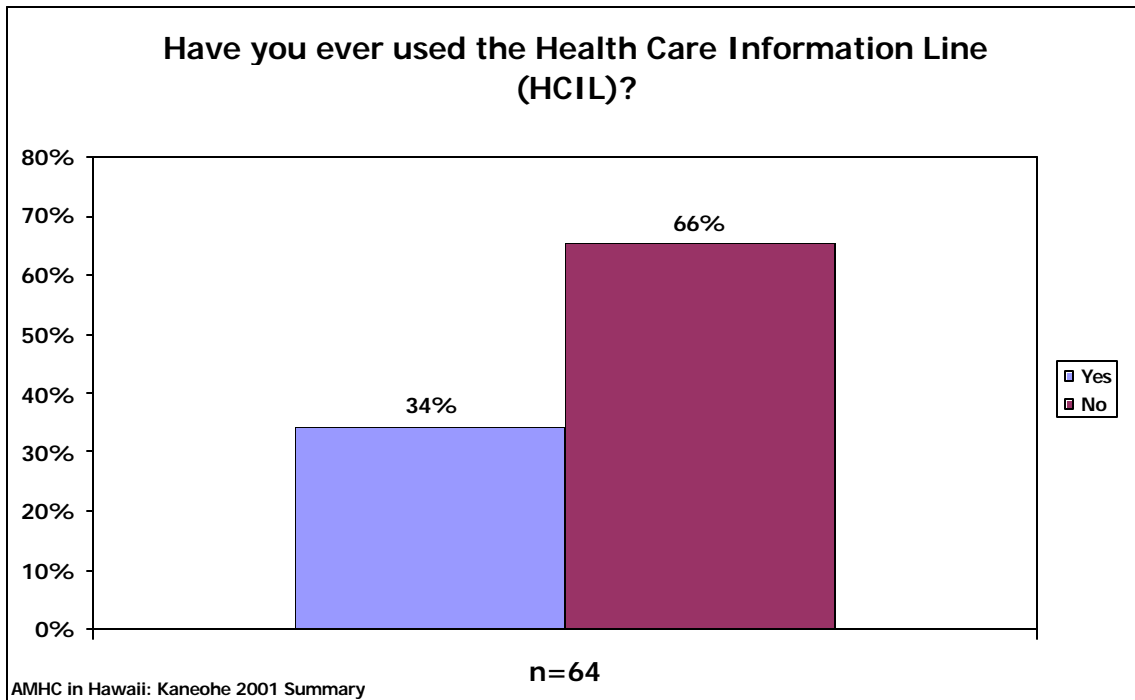
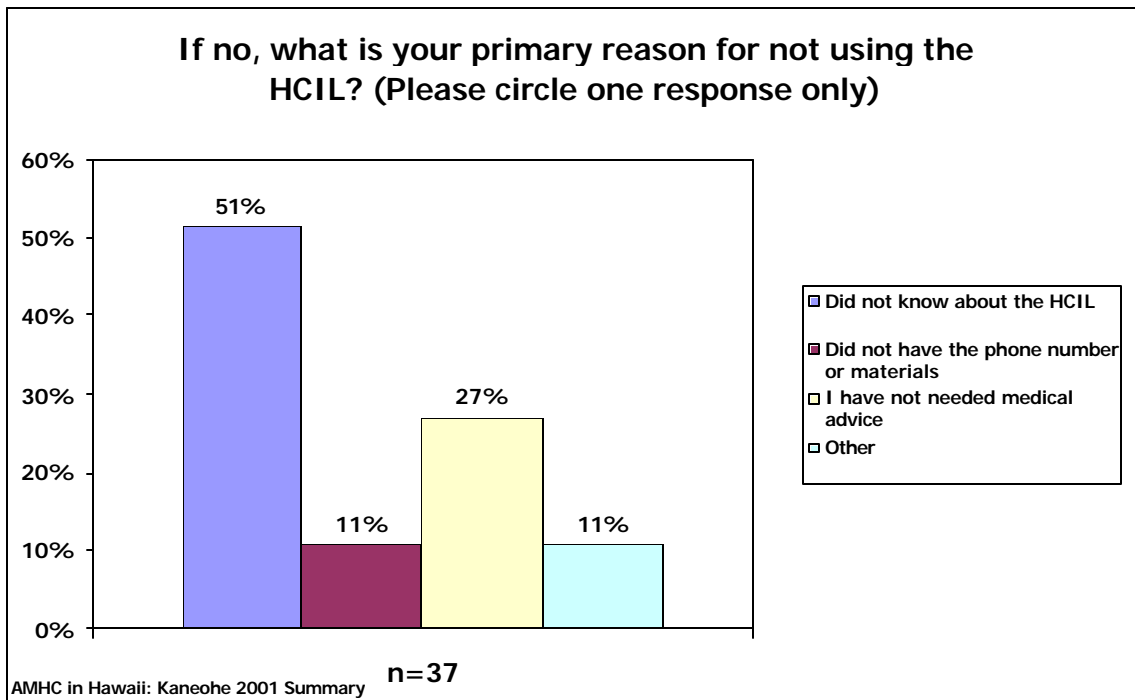


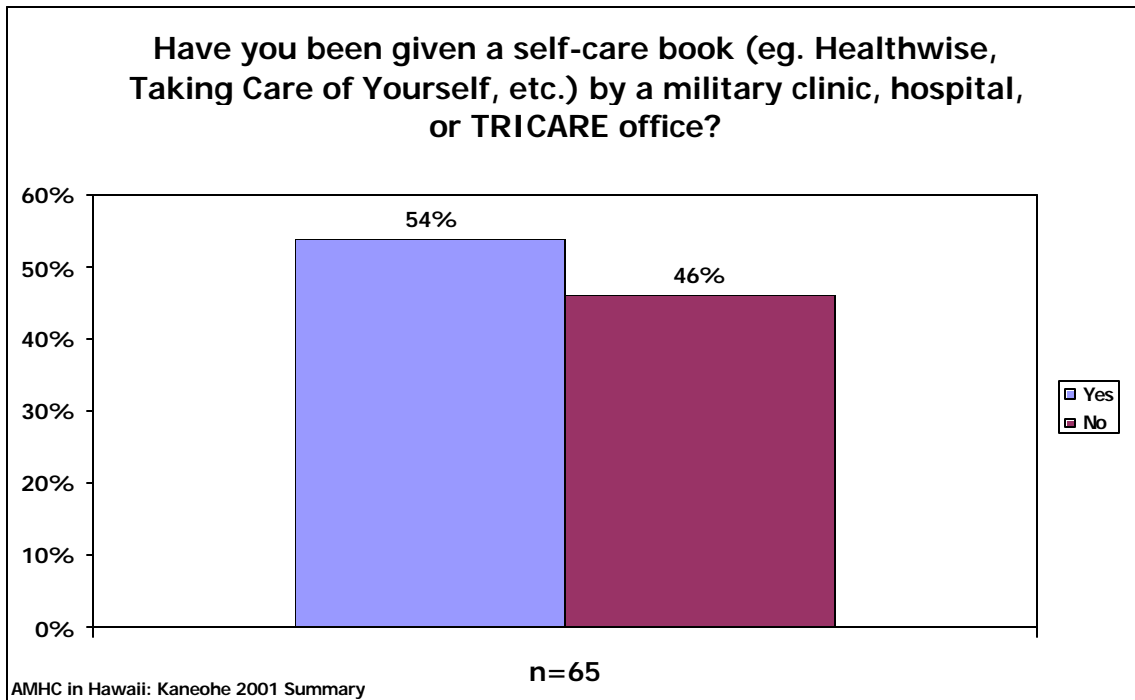
Figure 167



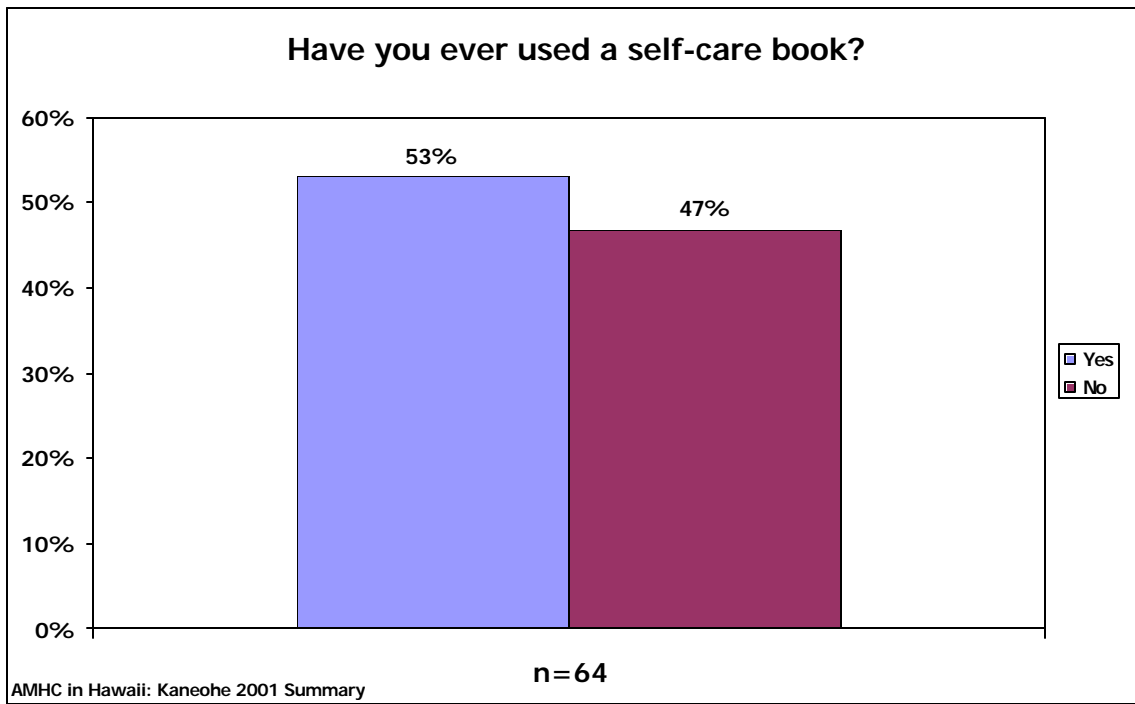
**Figure 168**



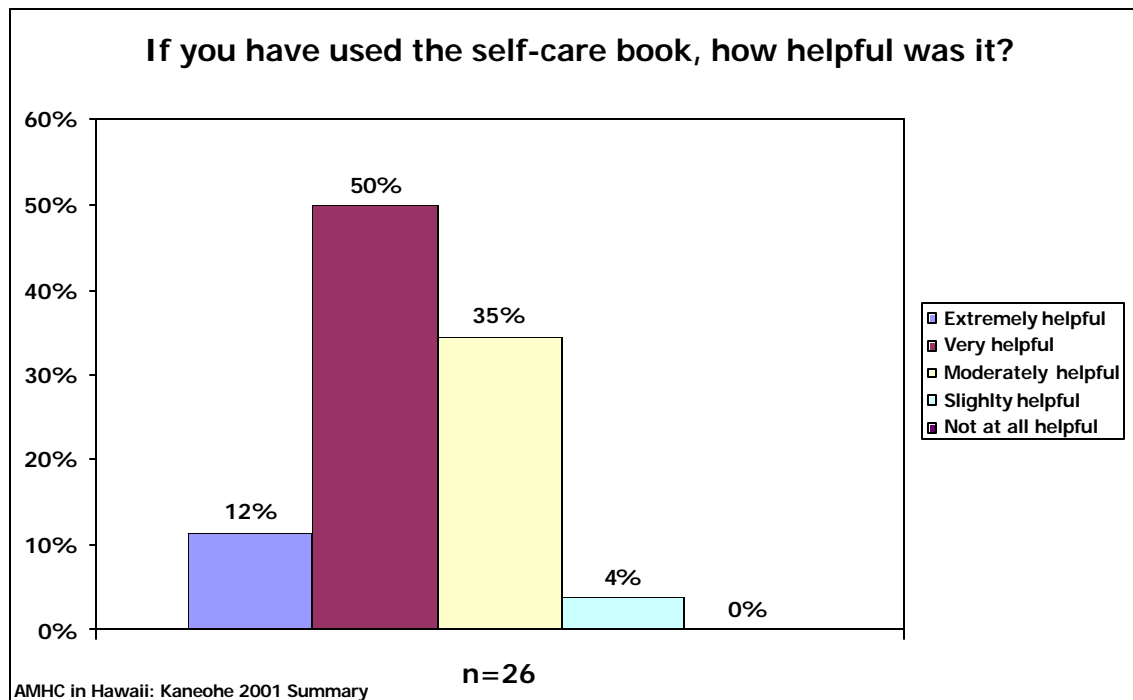
**Figure 169**



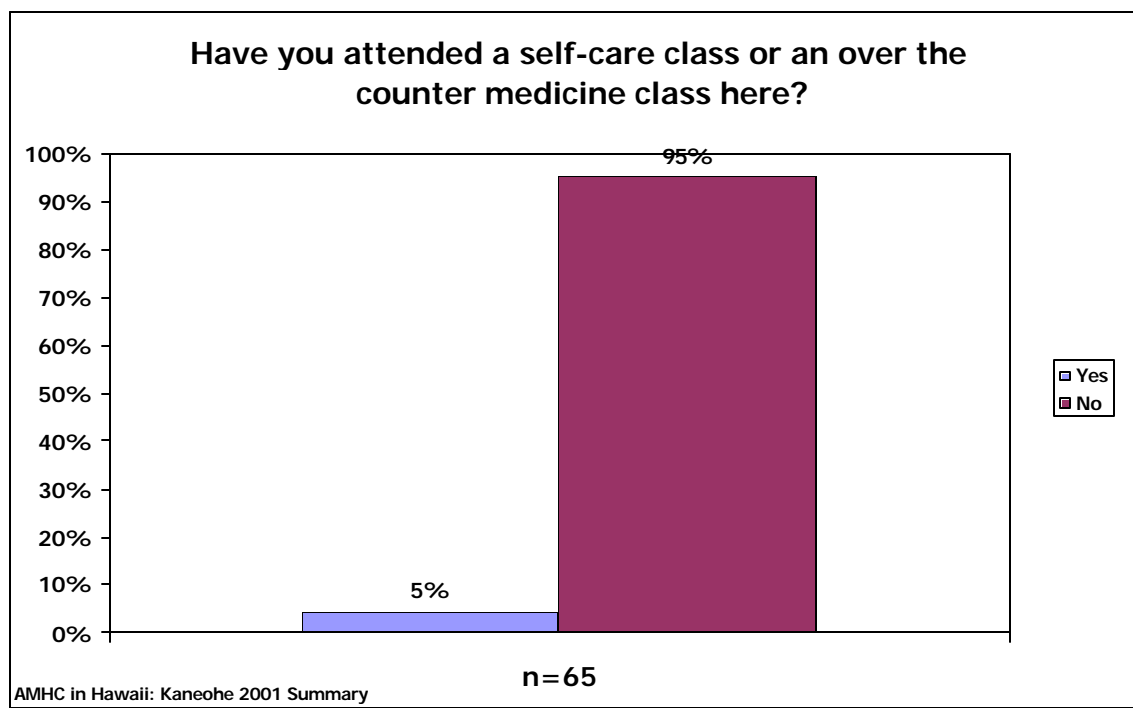
**Figure 170**



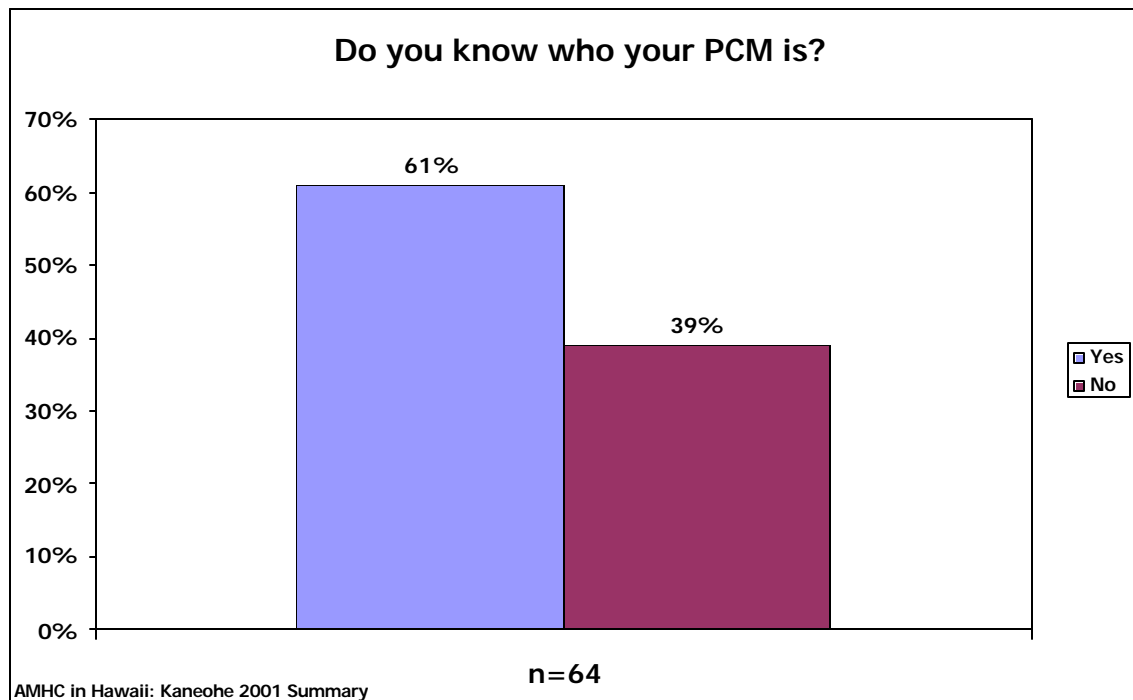
**Figure 171**



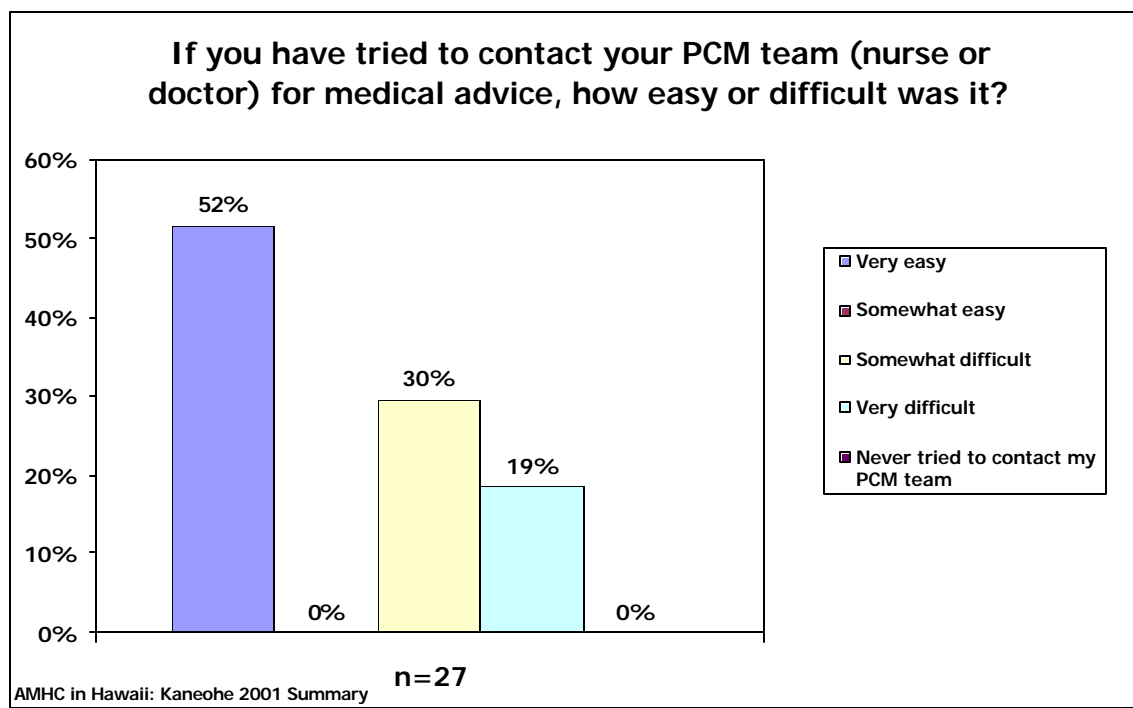
**Figure 172**



**Figure 173**

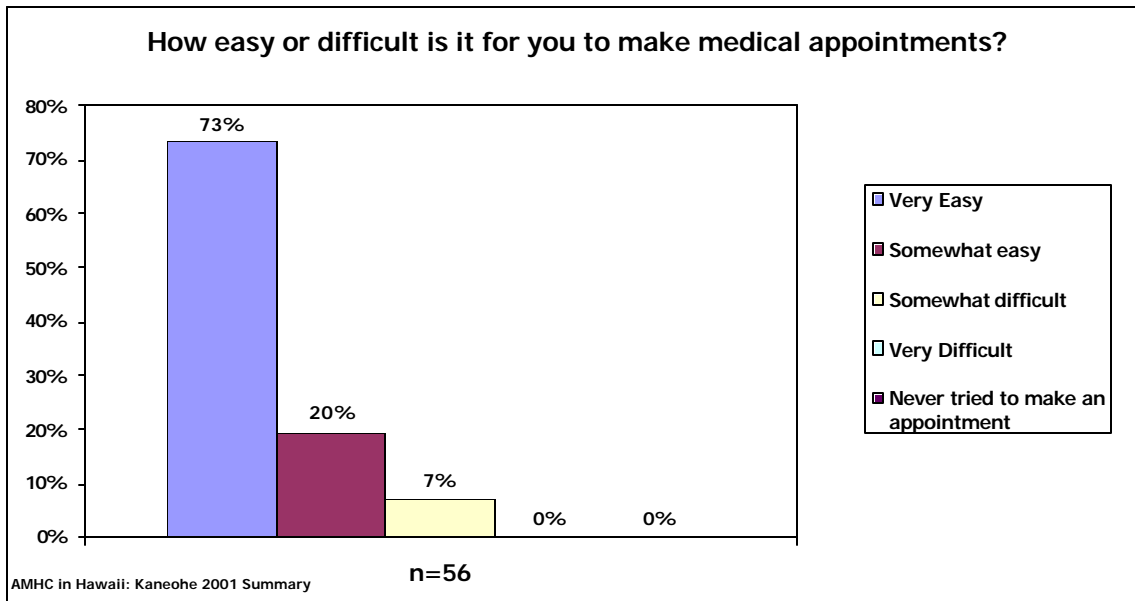


**Figure 174**

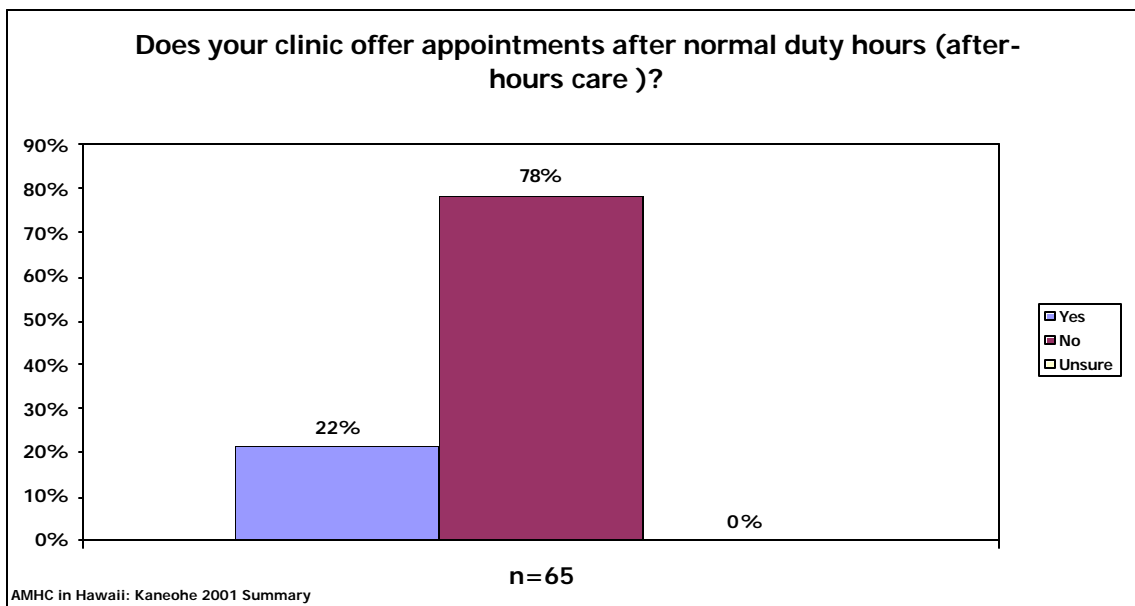


**Figure 175**

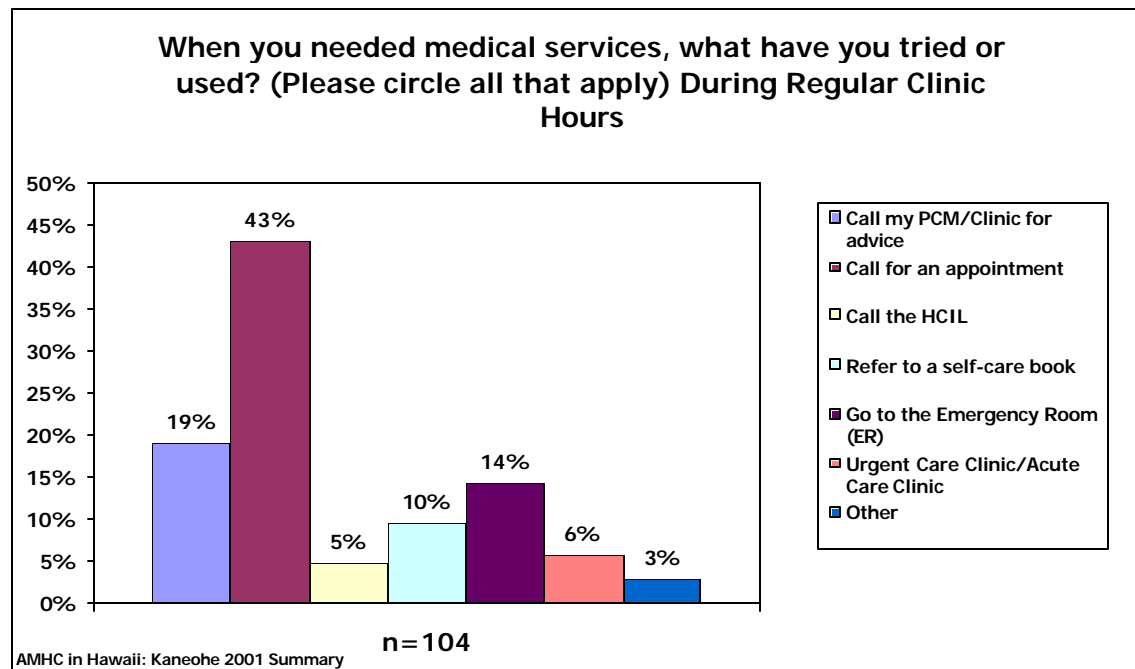




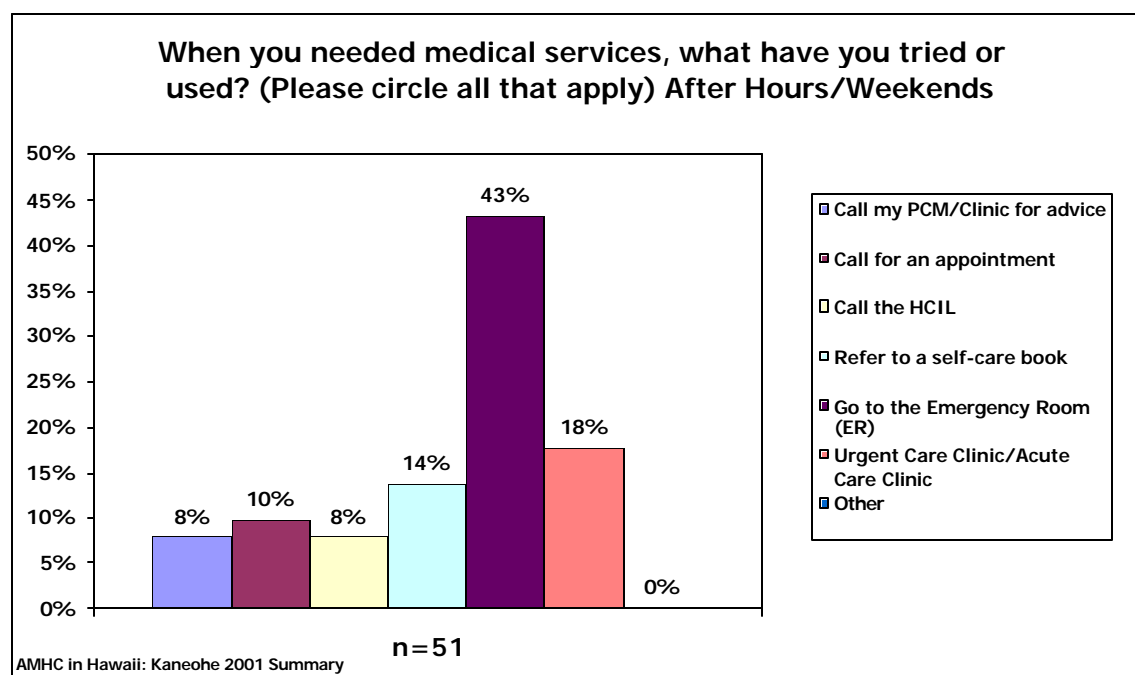
**Figure 176**



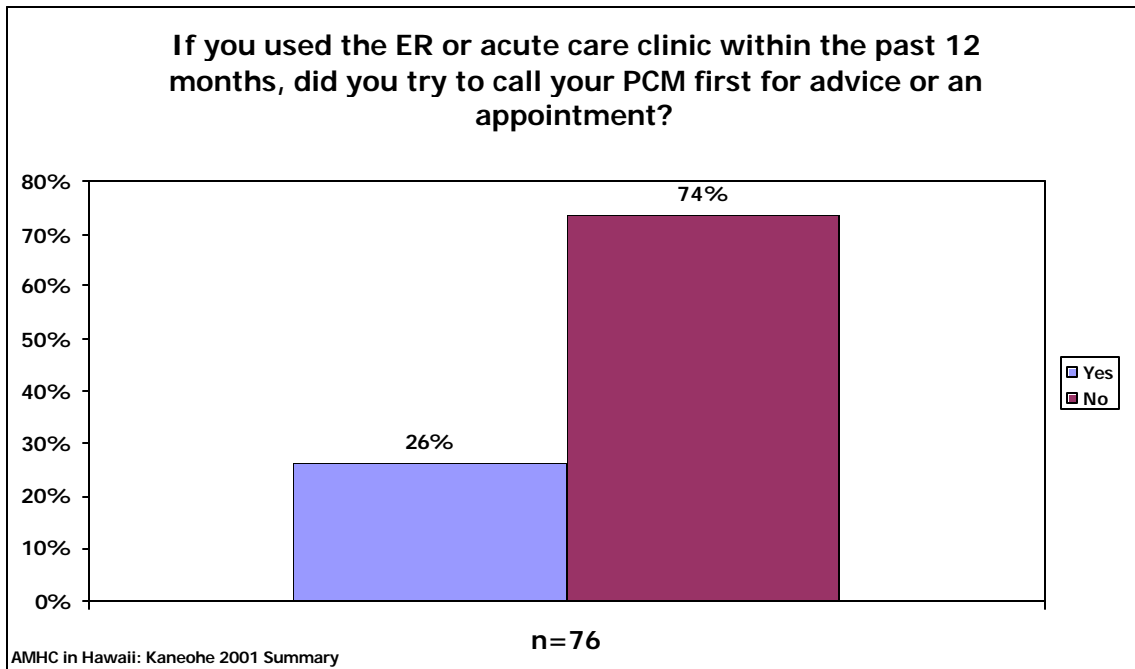
**Figure 177** Note: “unsure” responses may have been unintentionally omitted due to database design



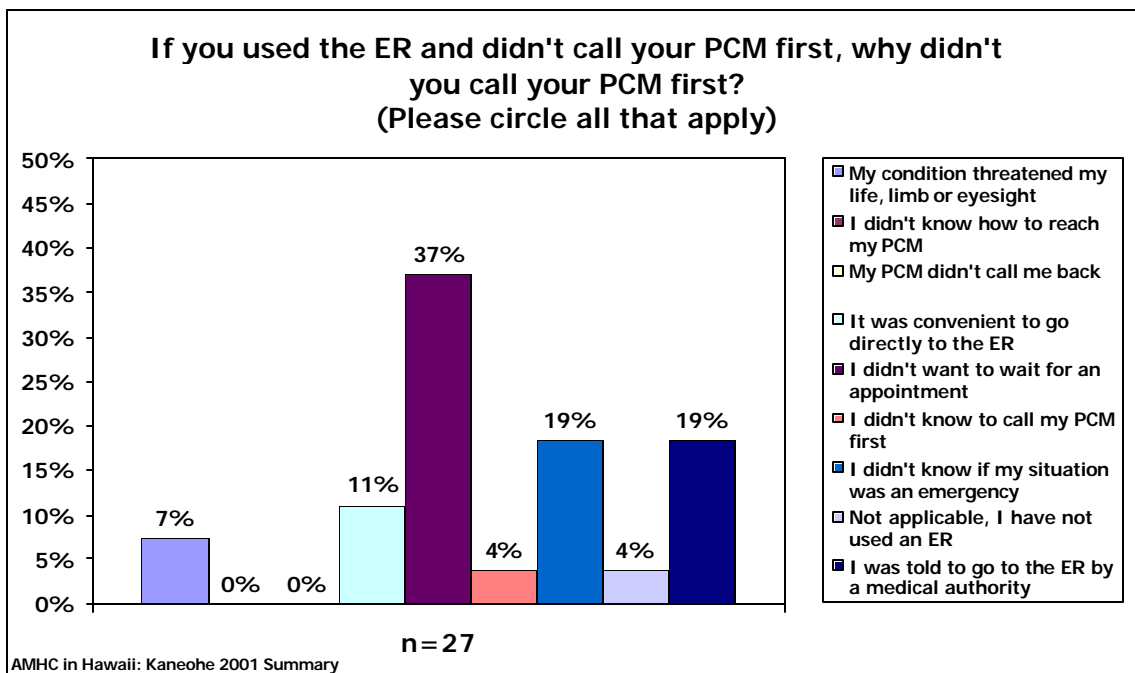
**Figure 178**



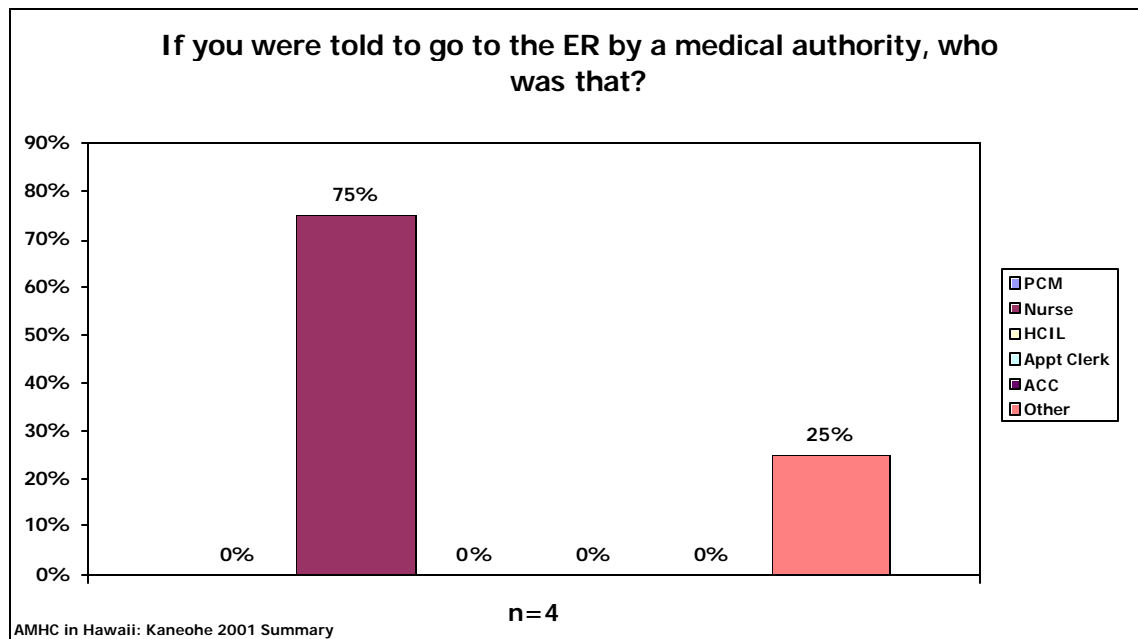
**Figure 179**



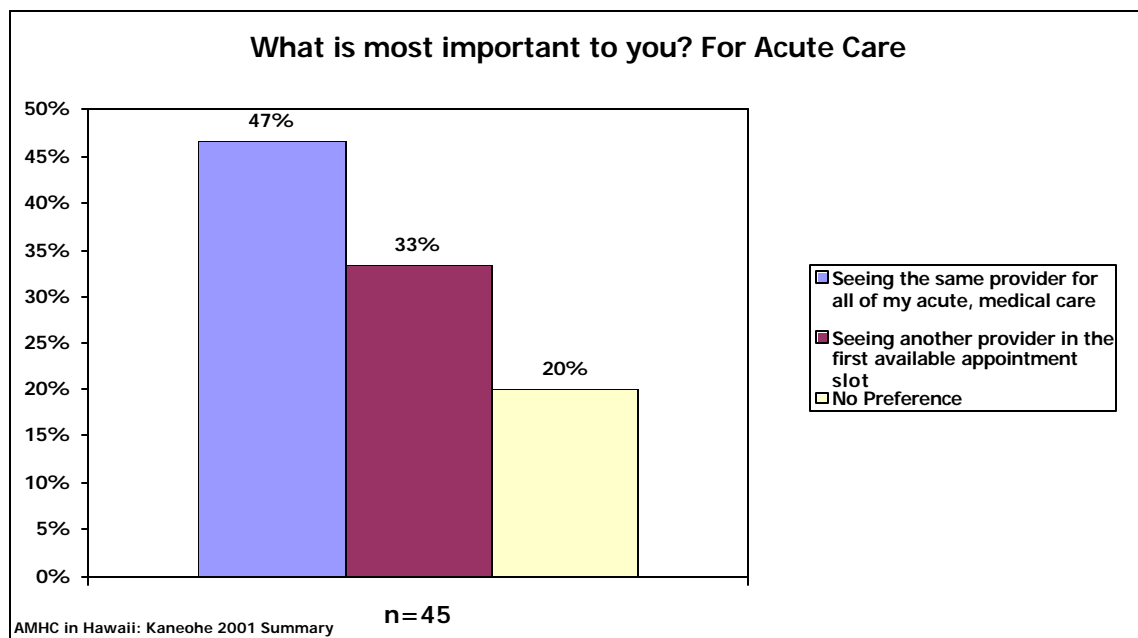
**Figure 180**



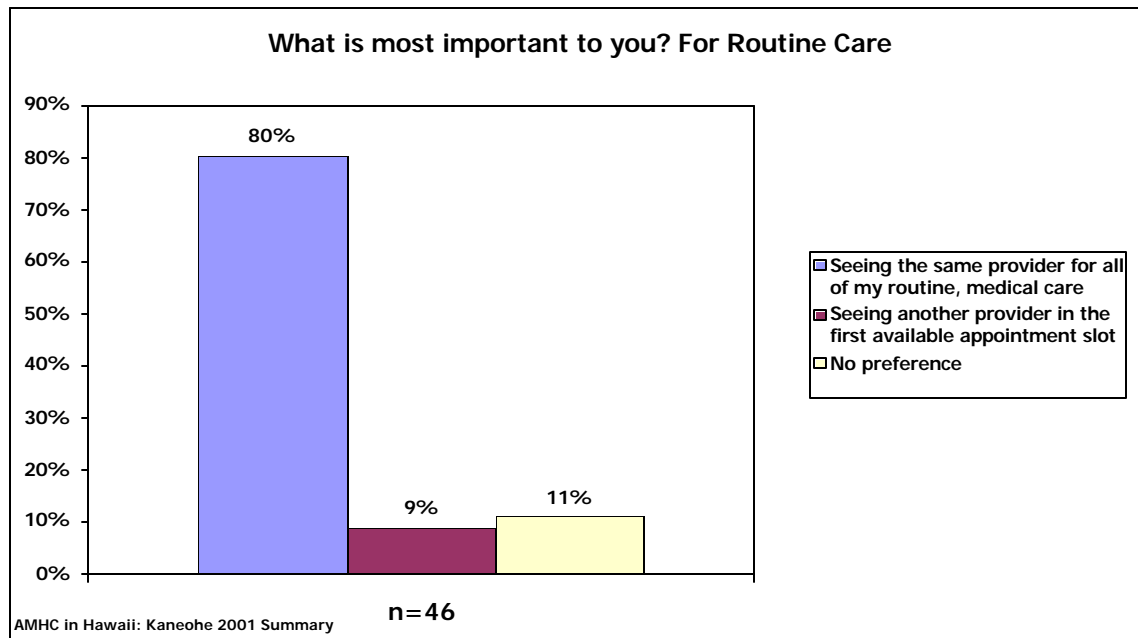
**Figure 181**



**Figure 182**



**Figure 183**



**Figure 184**

## AMHC in Hawaii: Schofield 2001 Summary Report

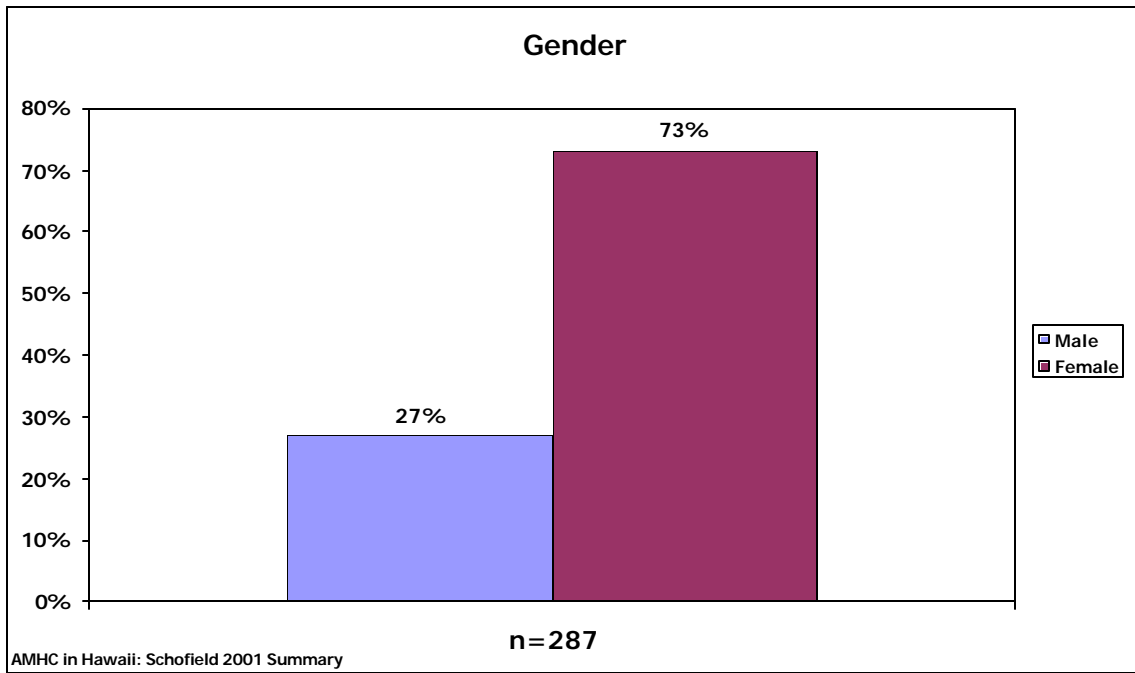


Figure 185

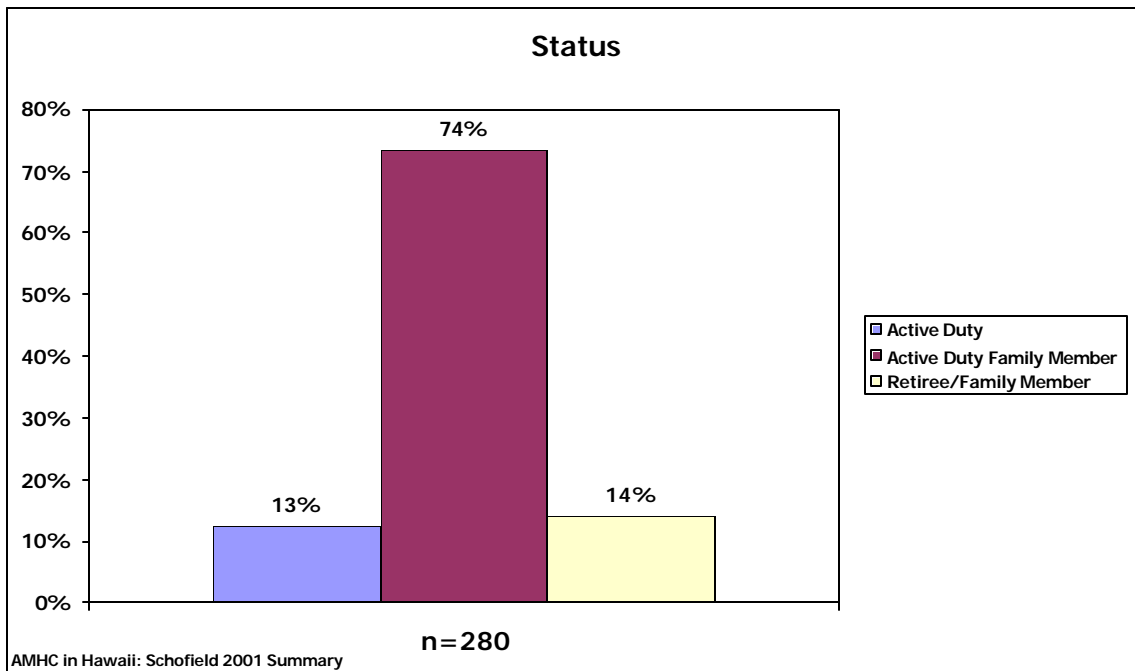
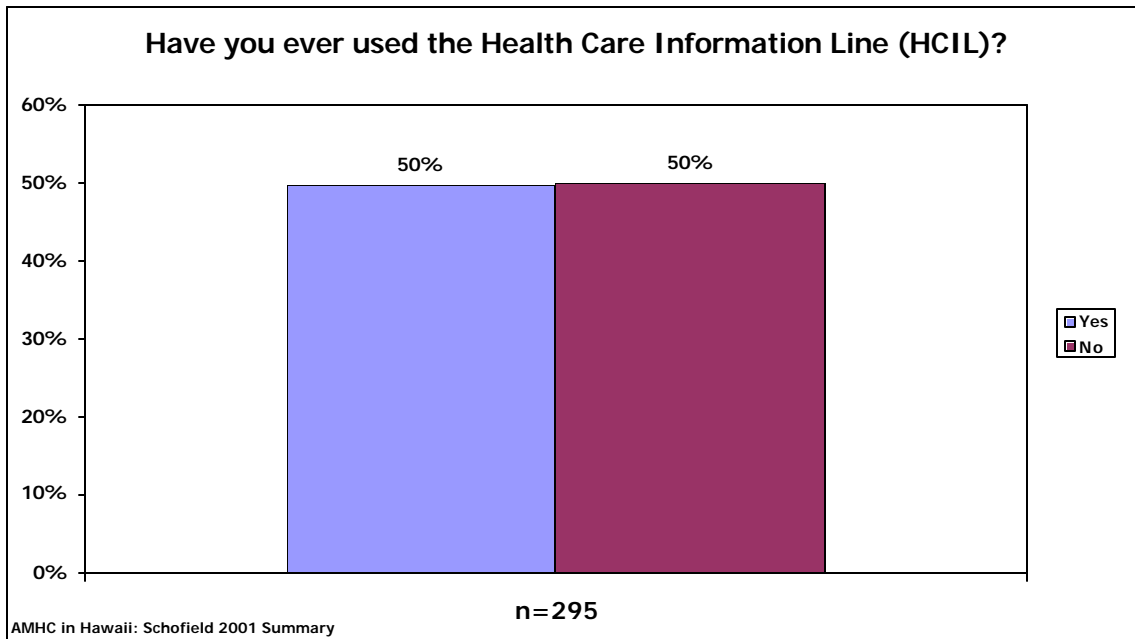
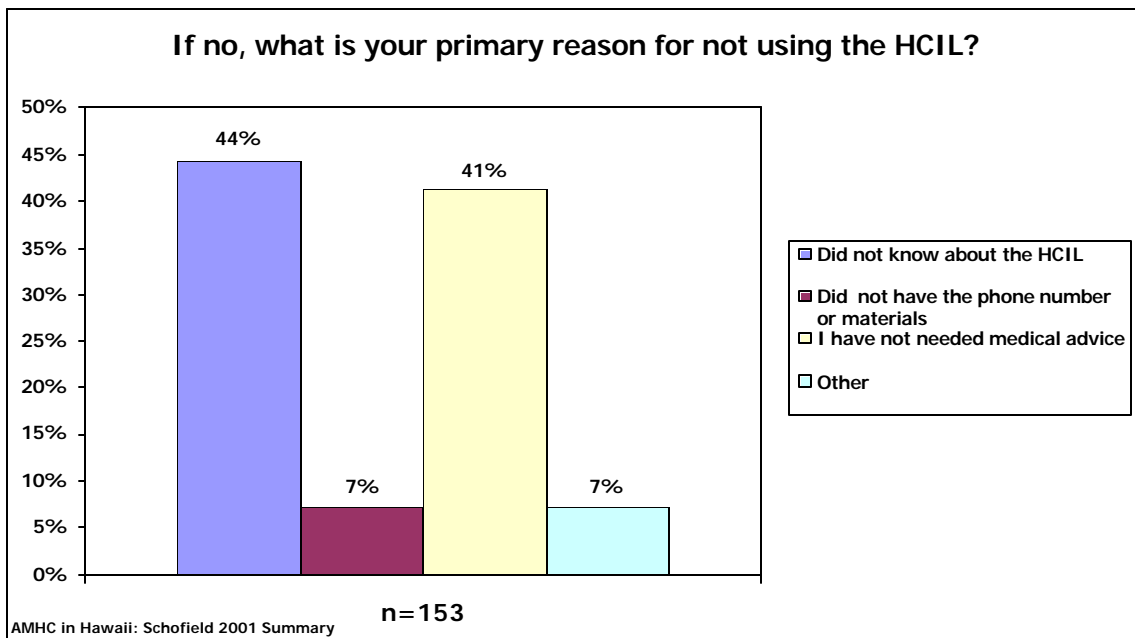


Figure 186



**Figure 187**



**Figure 188**

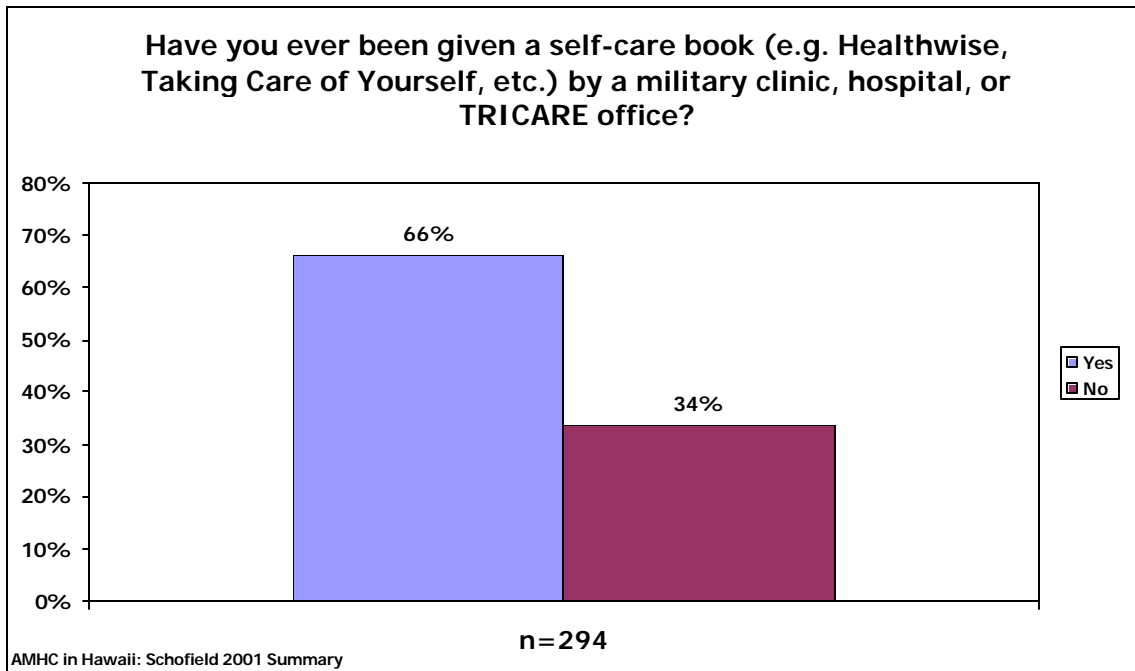


Figure 189

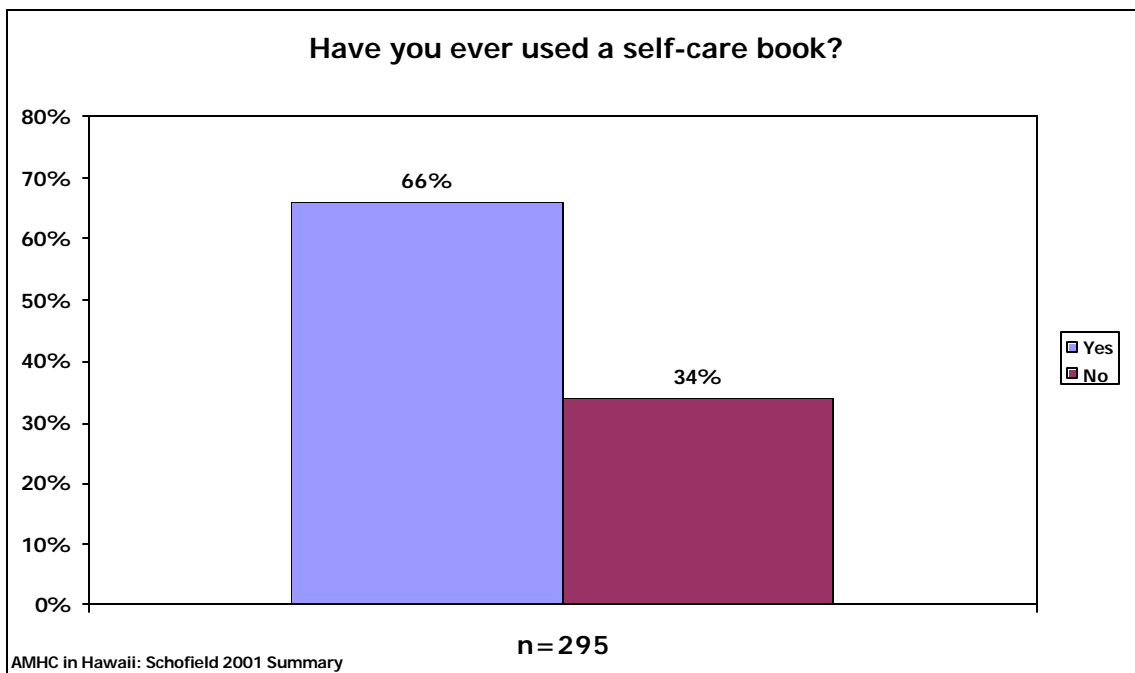
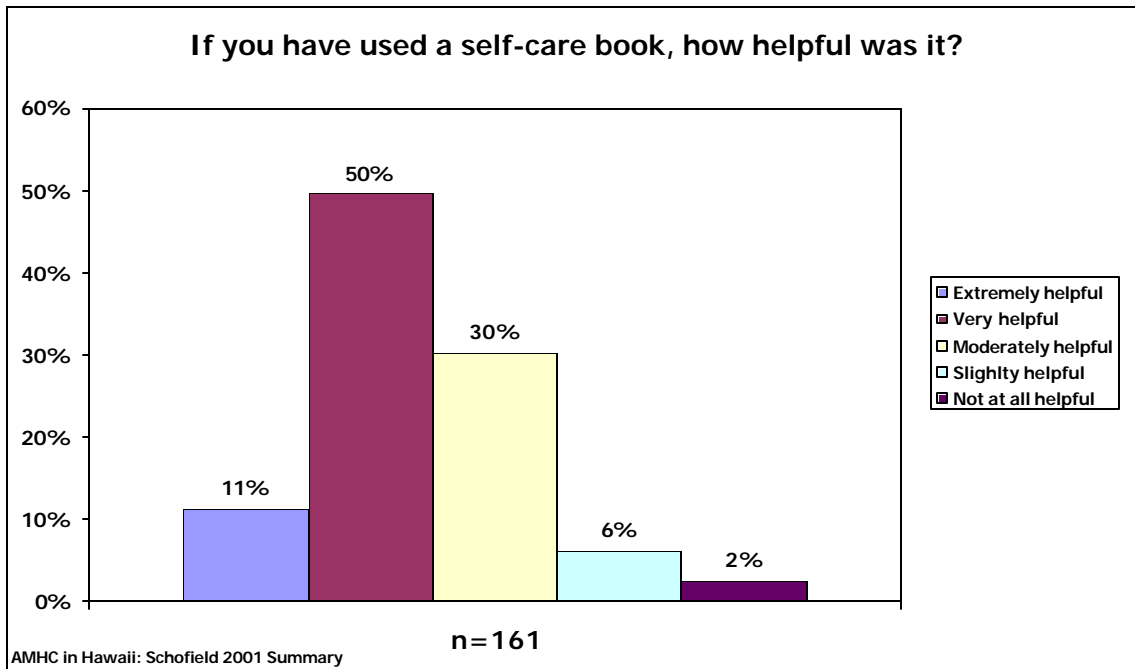
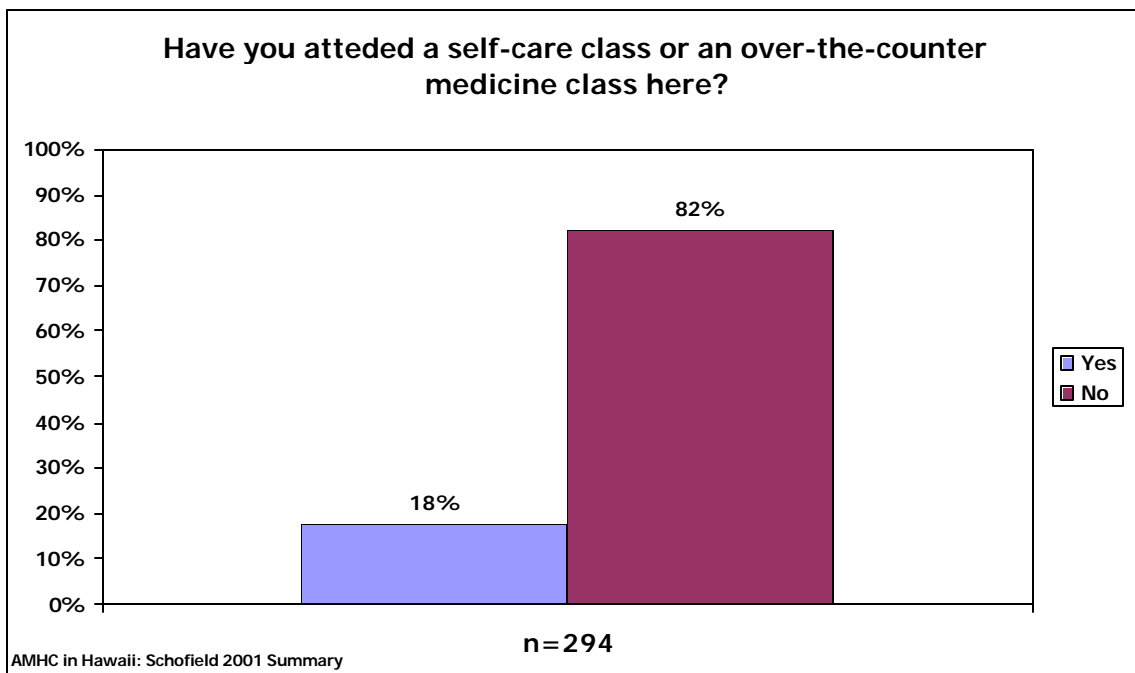


Figure 190

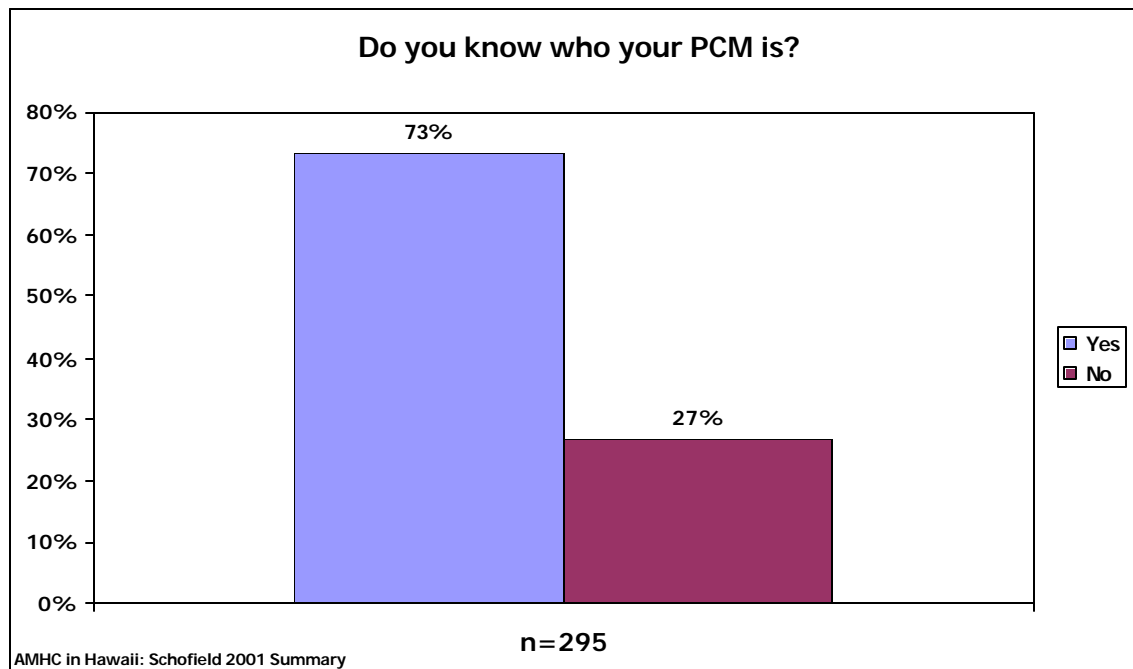




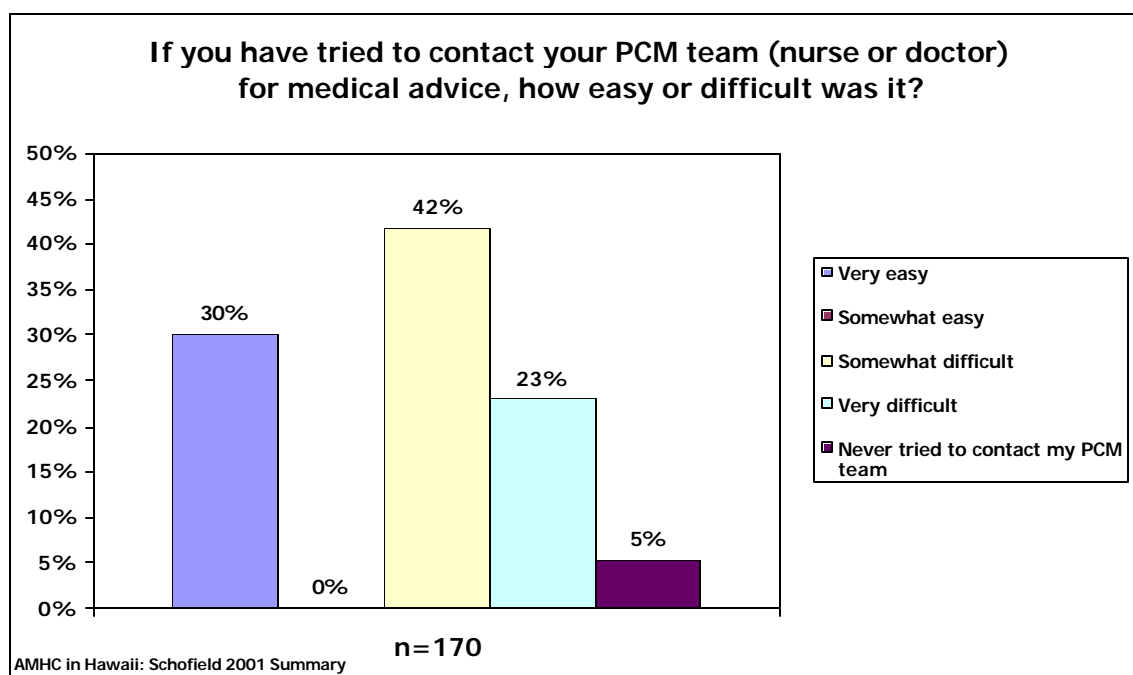
**Figure 191**



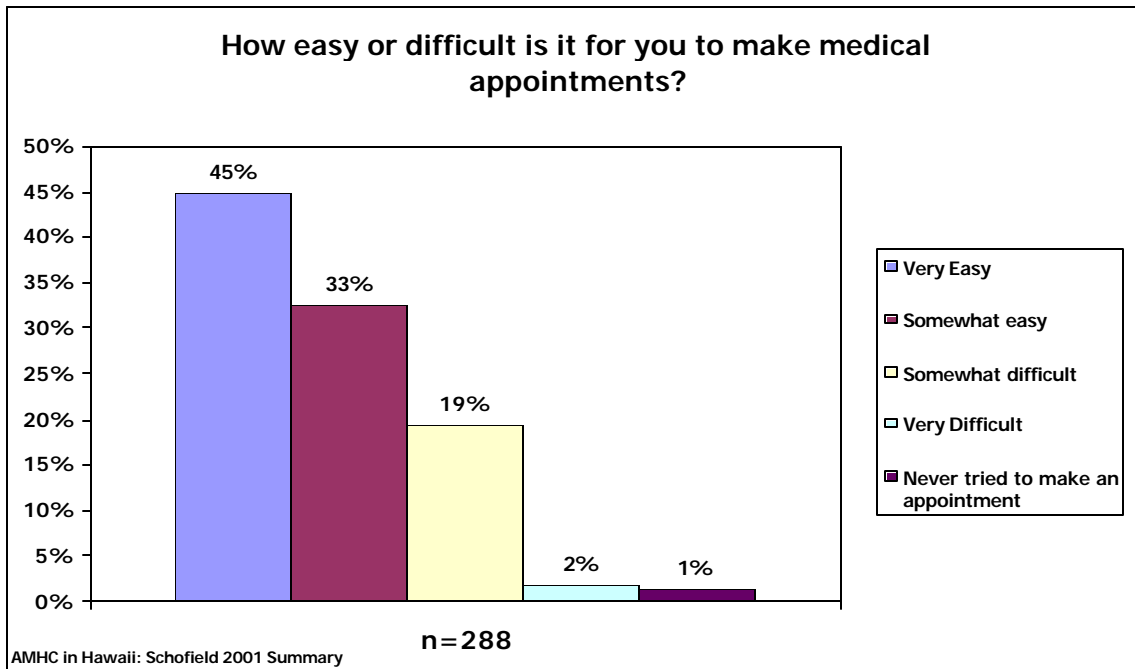
**Figure 192**



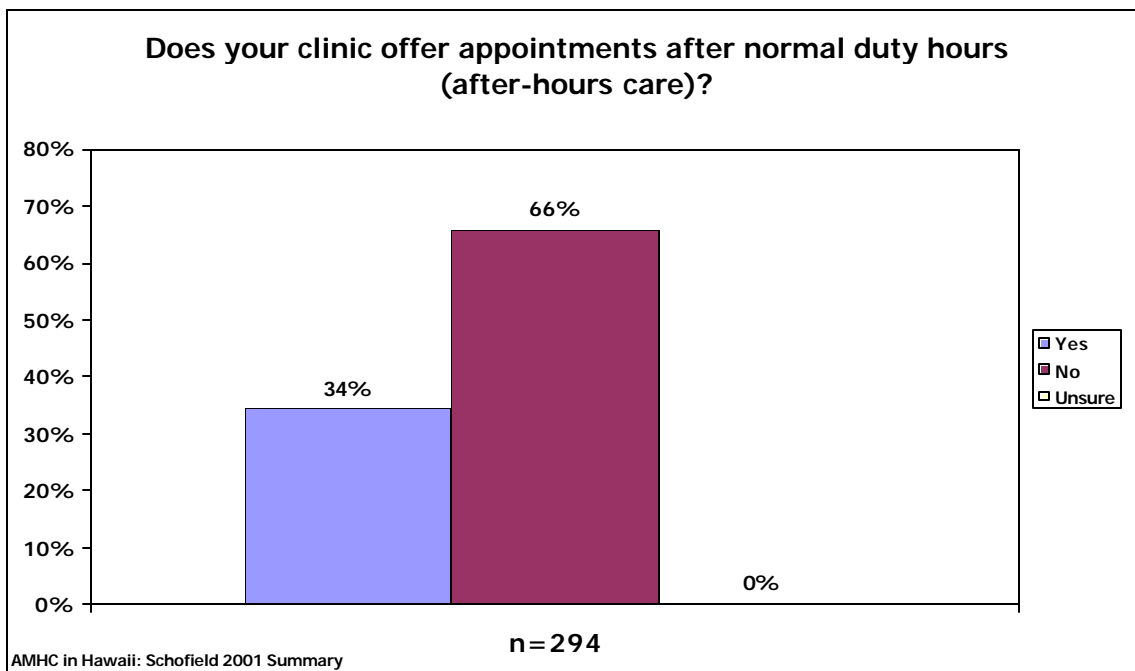
**Figure 193**



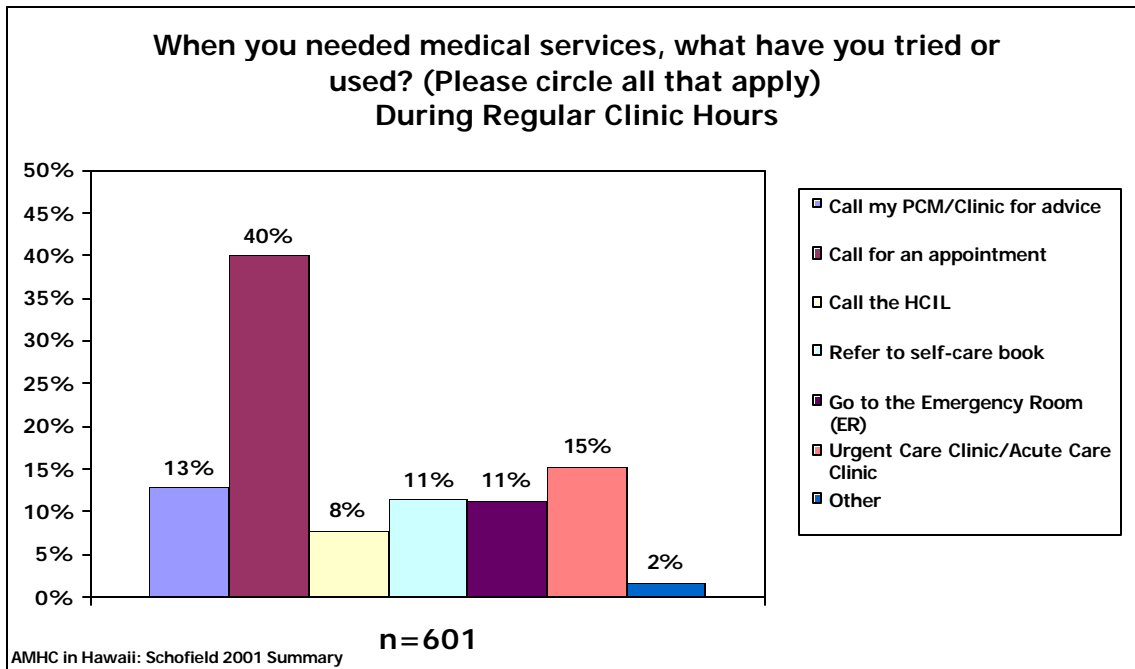
**Figure 194**



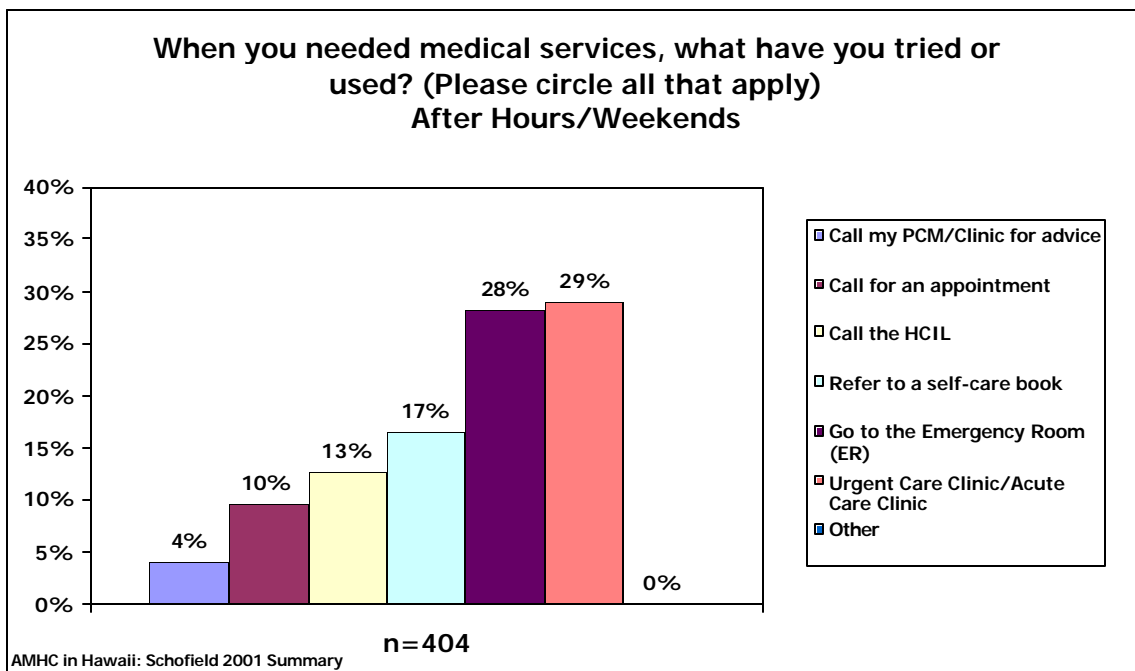
**Figure 195**



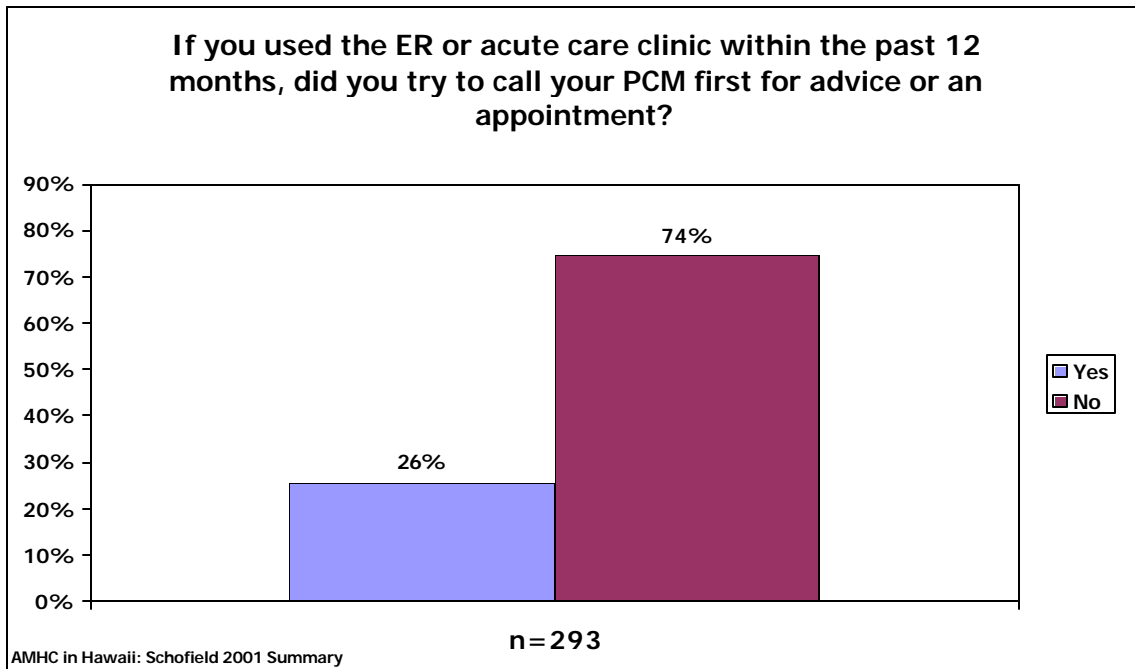
**Figure 196** Note: “unsure” responses may have been unintentionally omitted due to database design



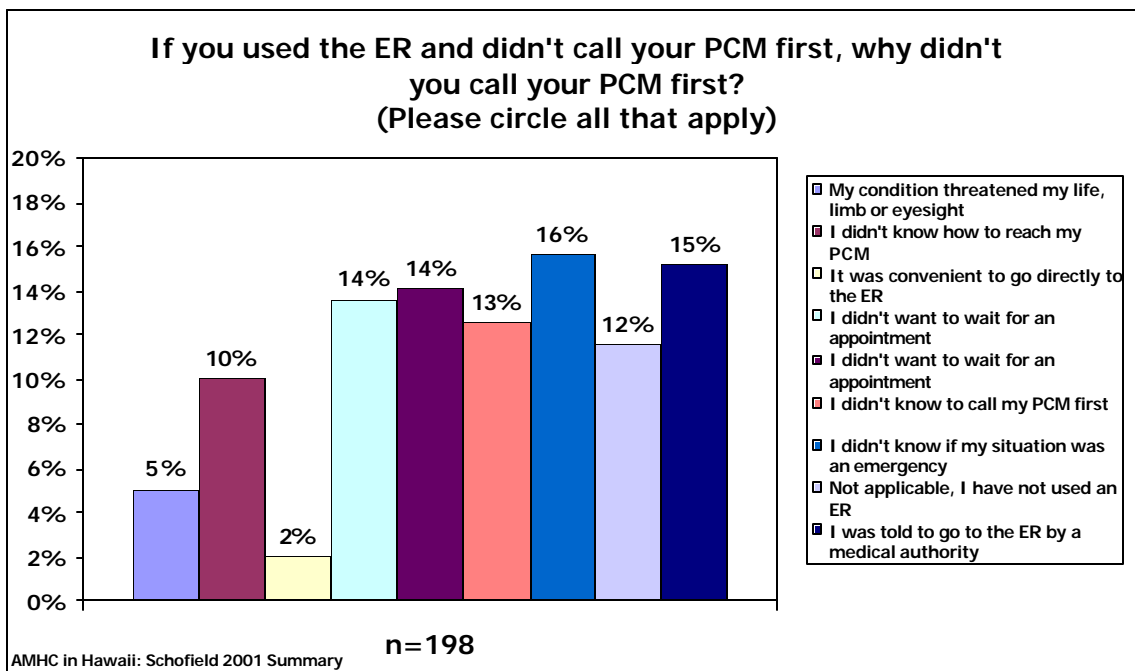
**Figure 197**



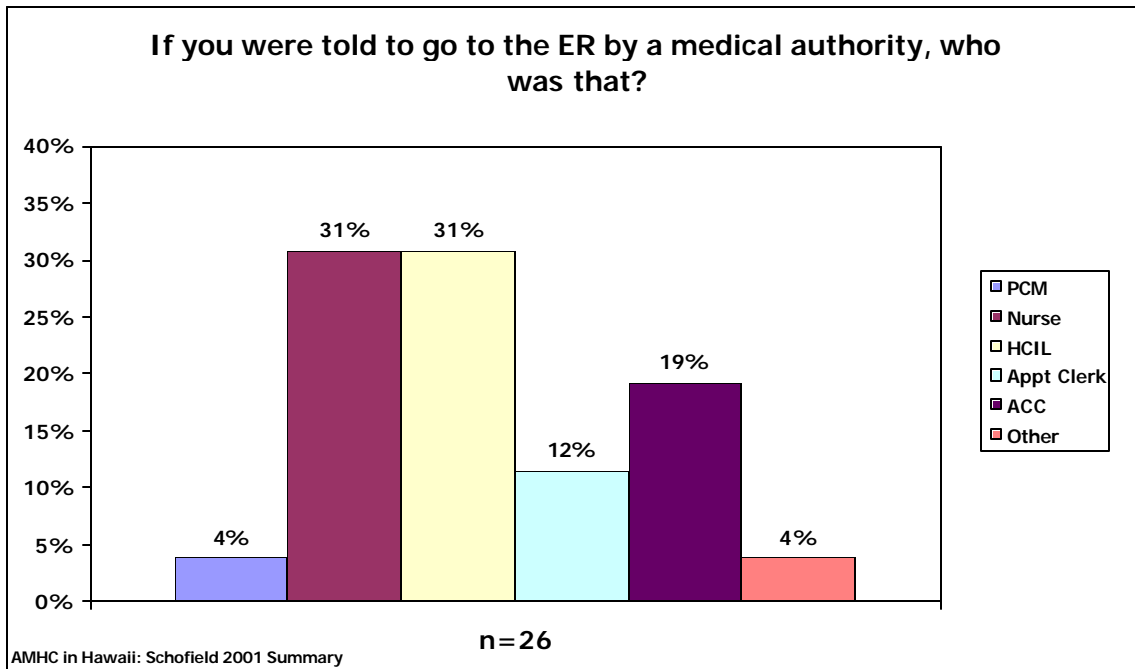
**Figure 198**



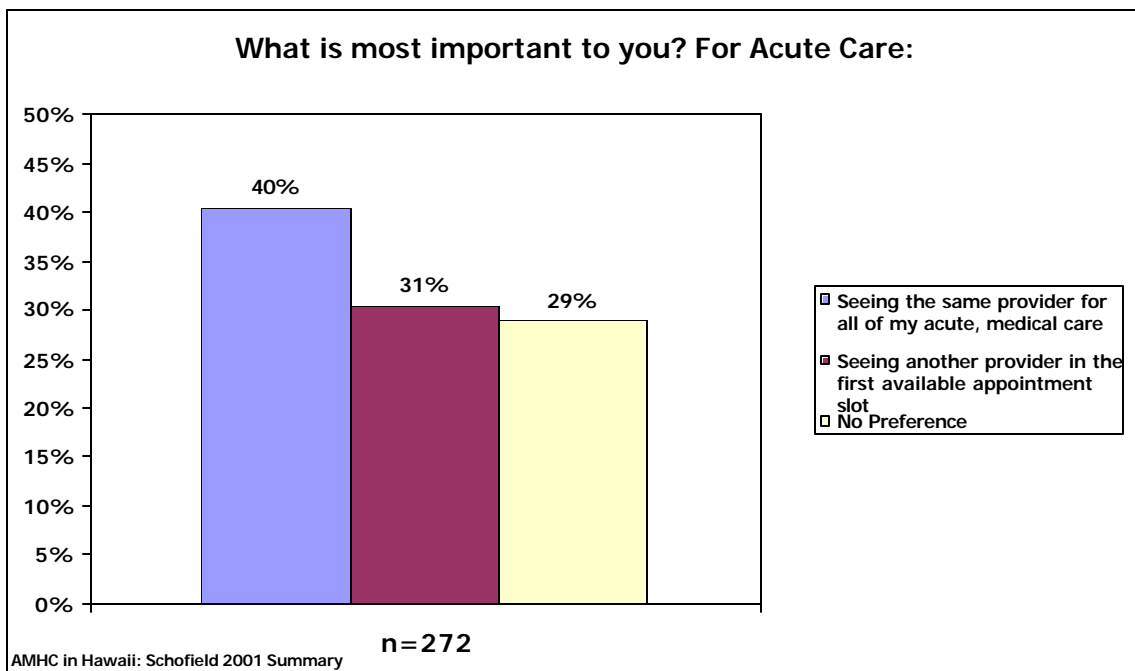
**Figure 199**



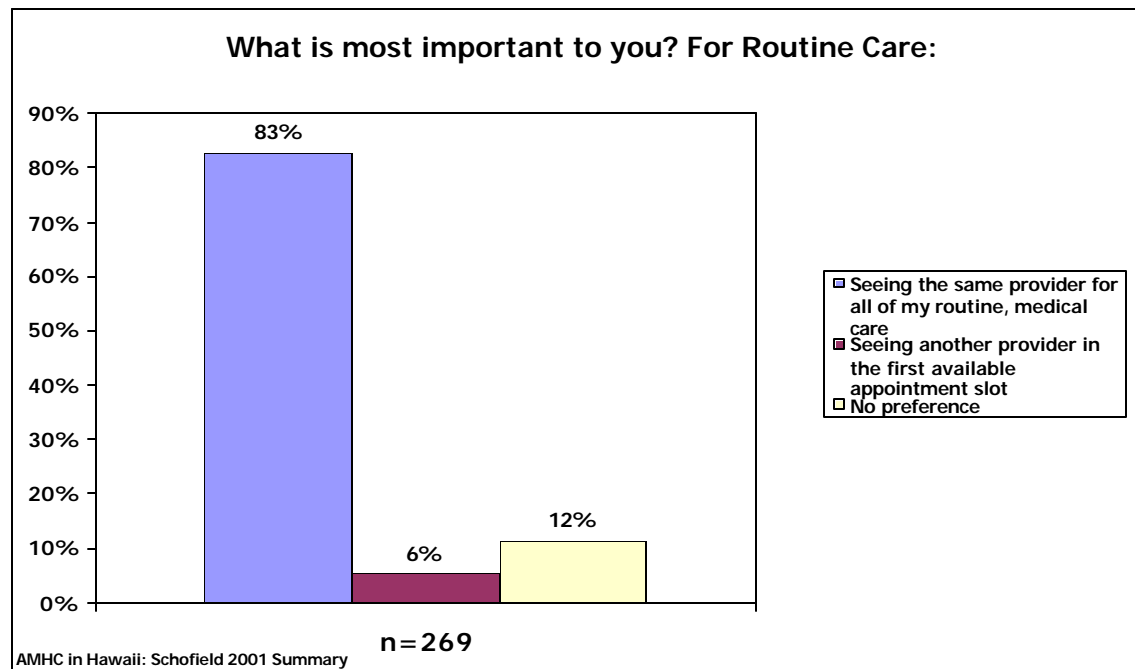
**Figure 200**



**Figure 201**

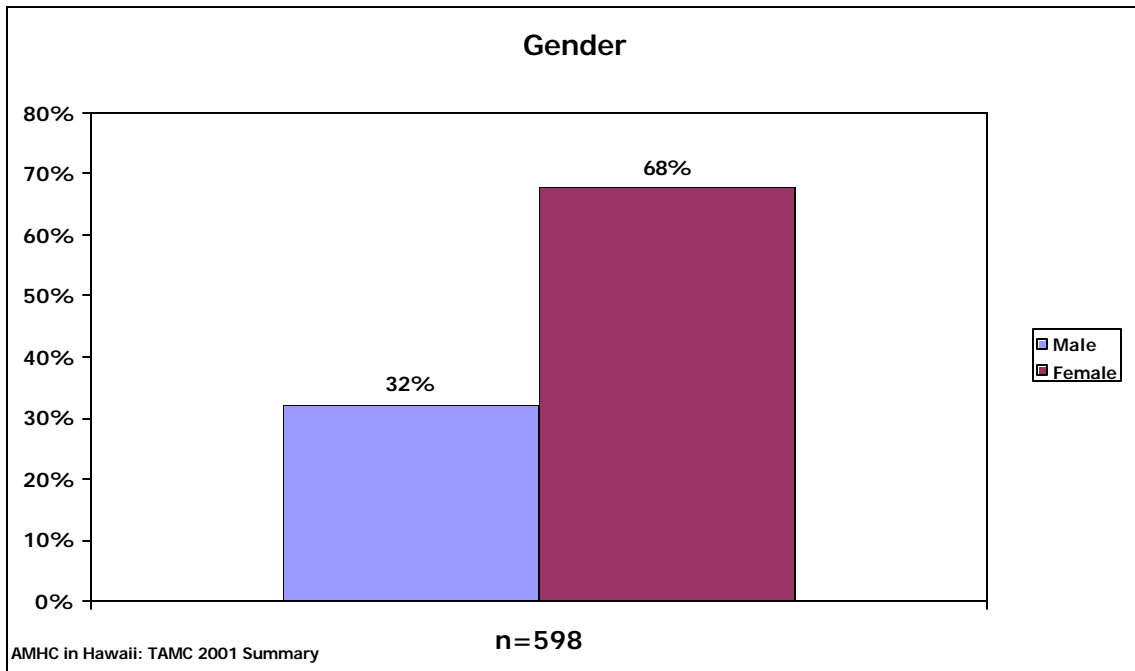


**Figure 202**

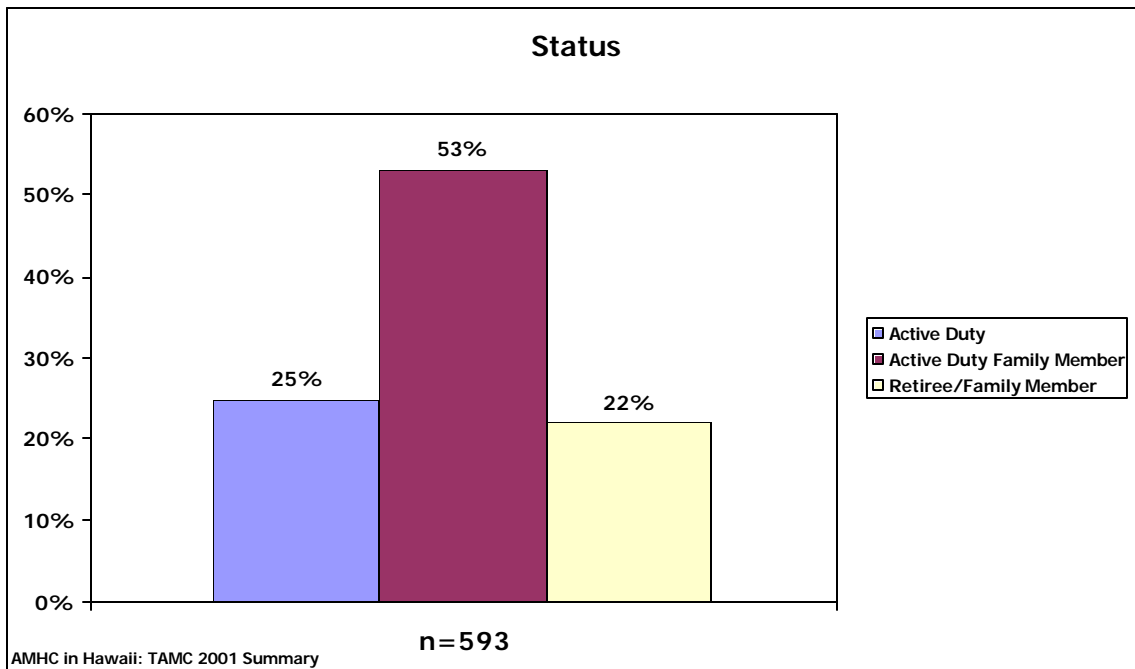


**Figure 203**

## AMHC in Hawaii: TAMC 2001 Summary Report

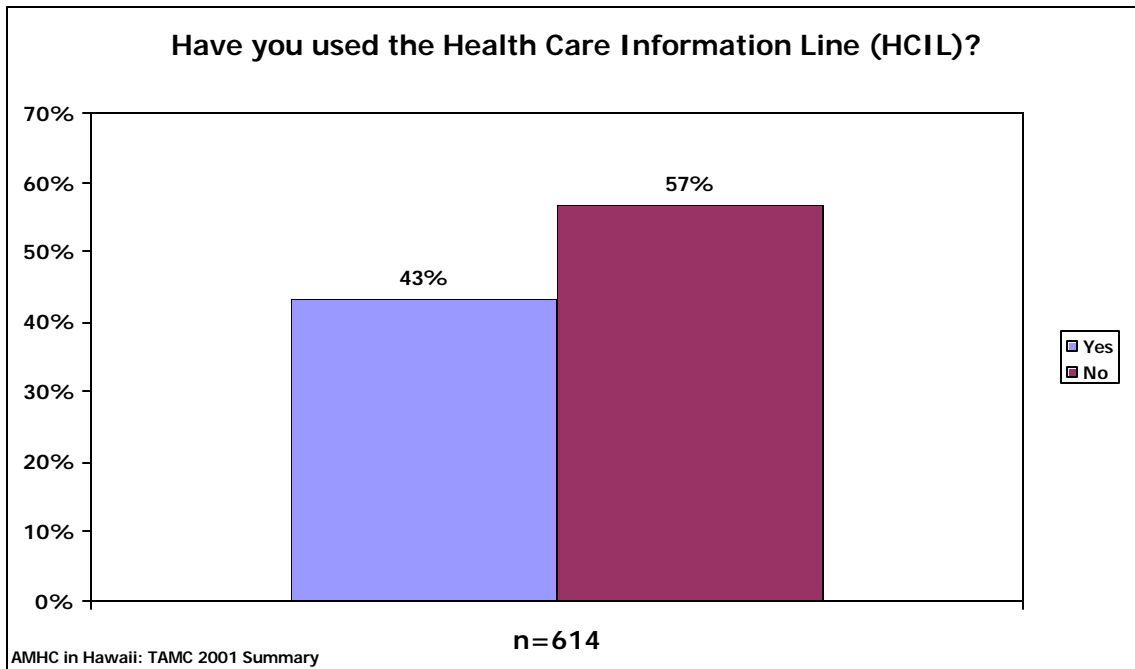


**Figure 204**

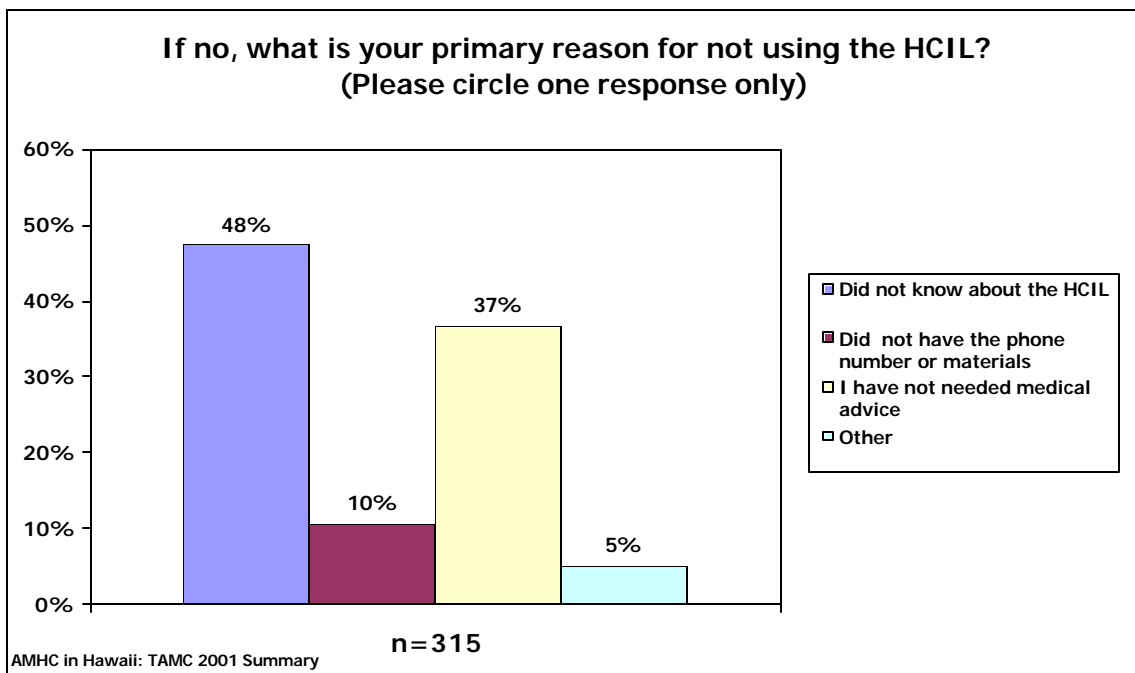


**Figure 205**

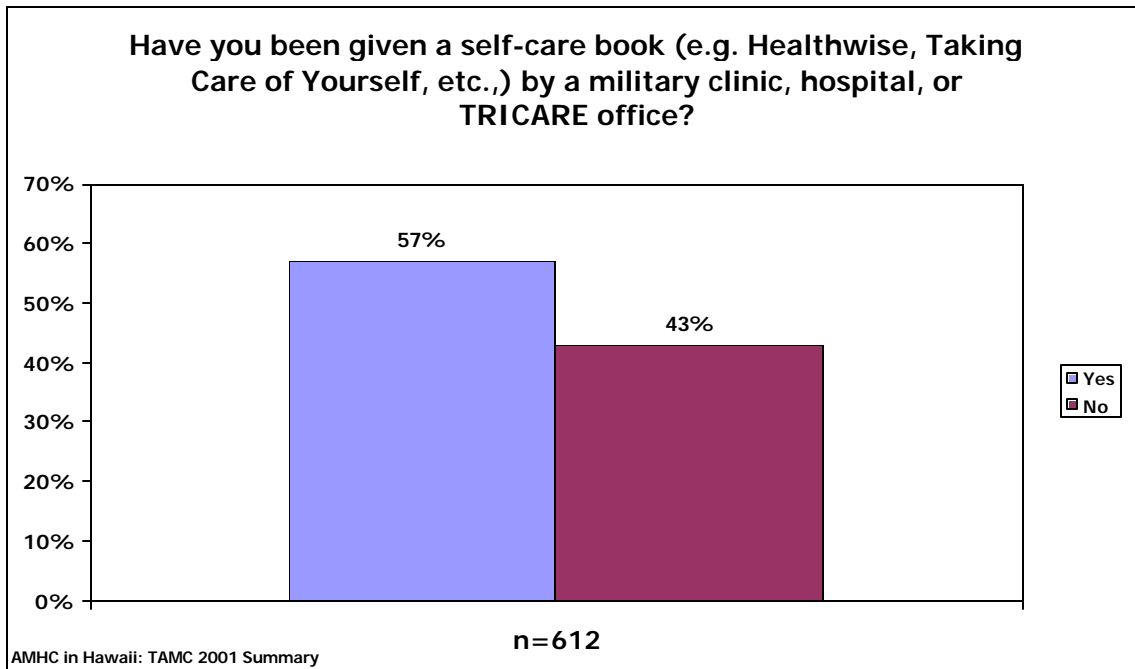




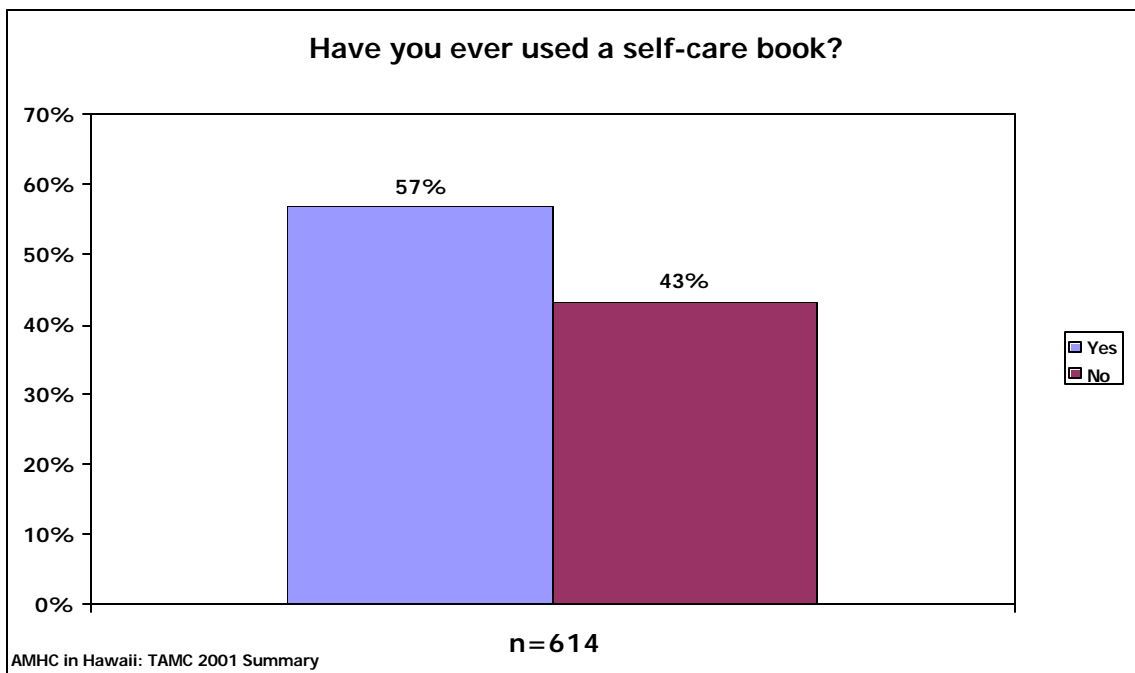
**Figure 206**



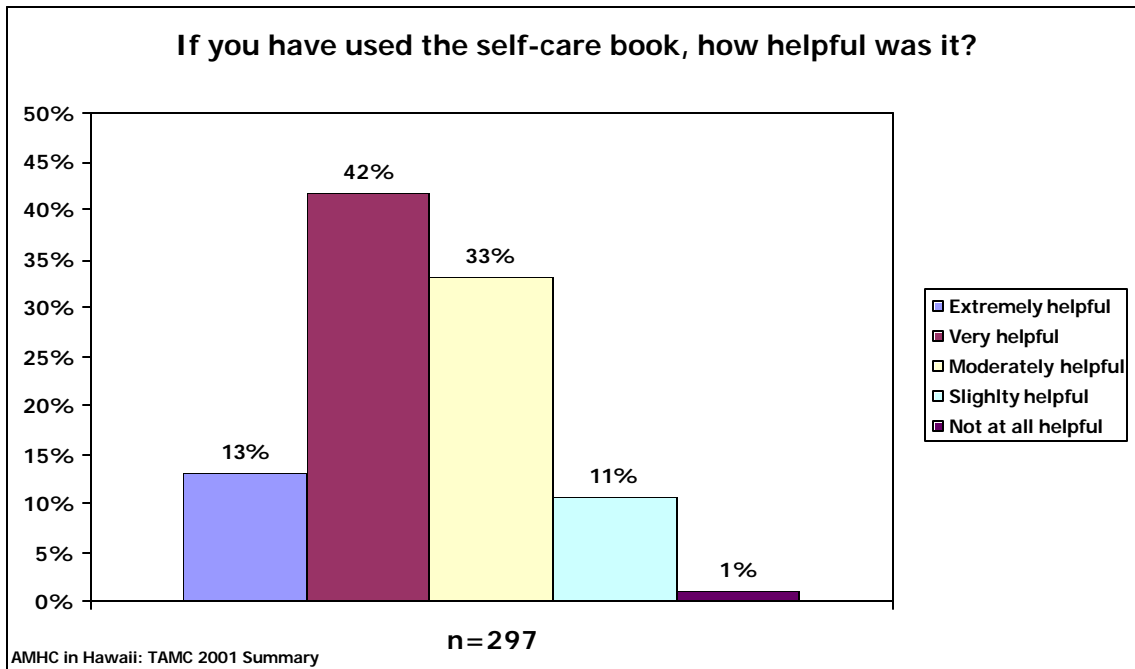
**Figure 207**



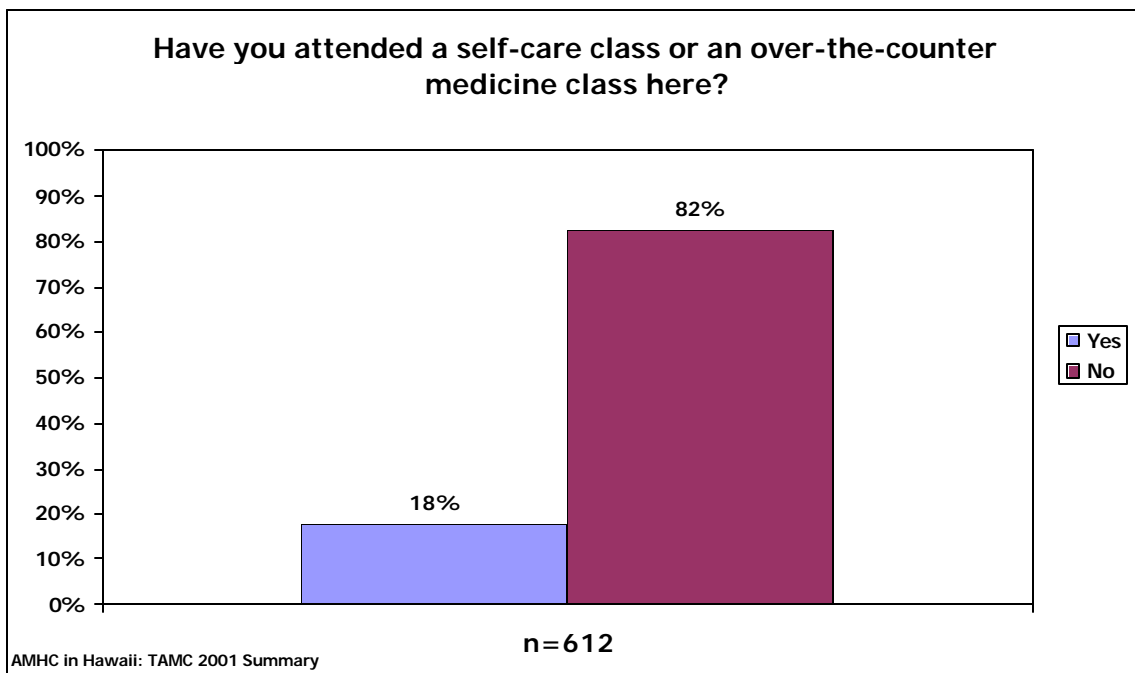
**Figure 208**



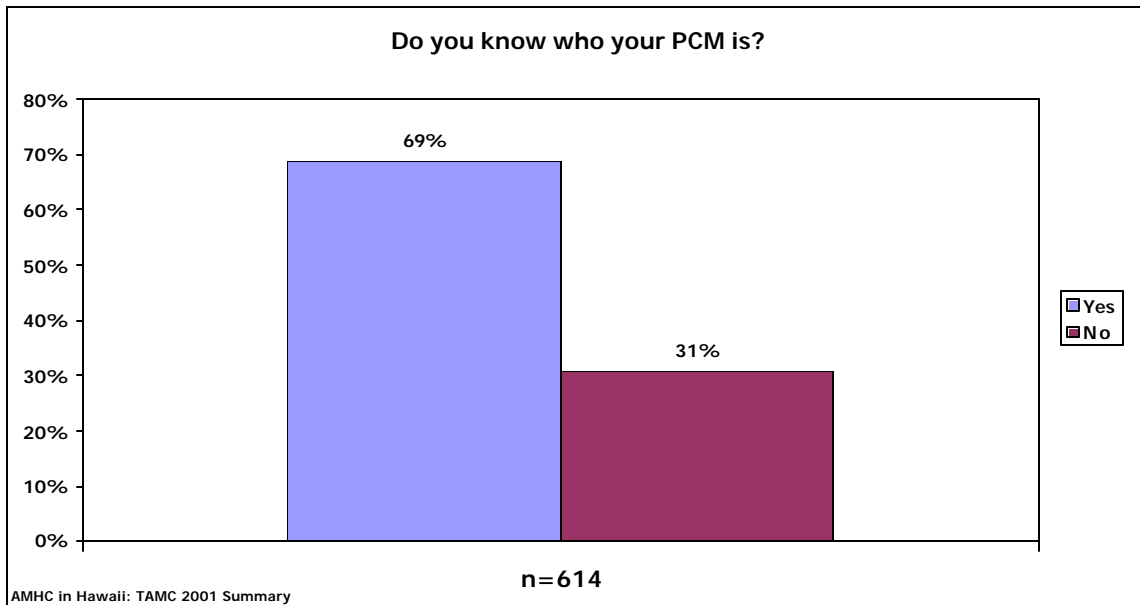
**Figure 209**



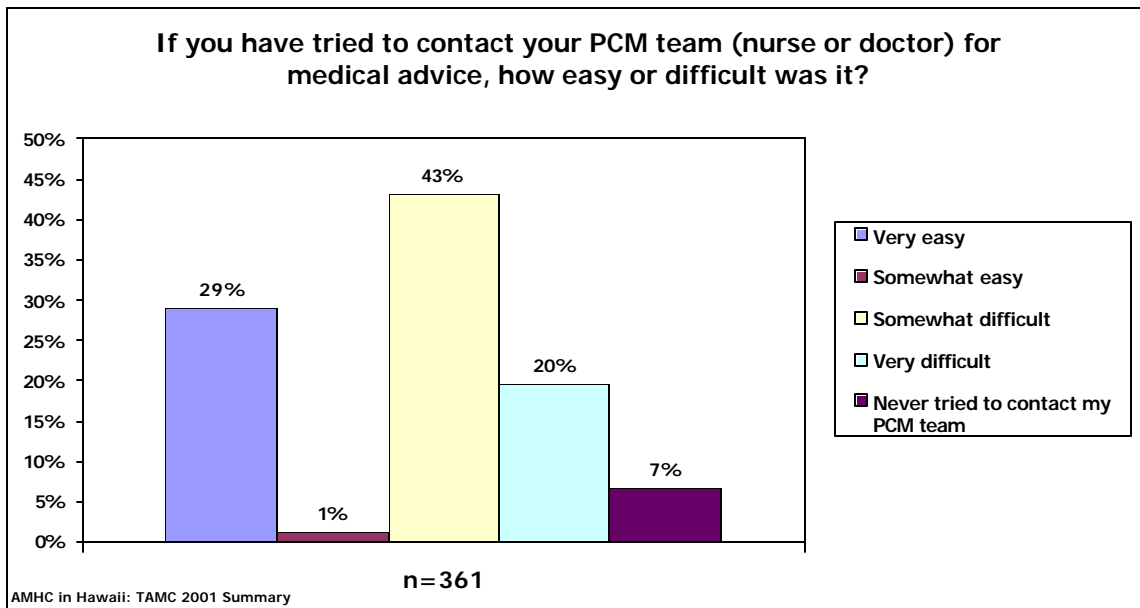
**Figure 210**



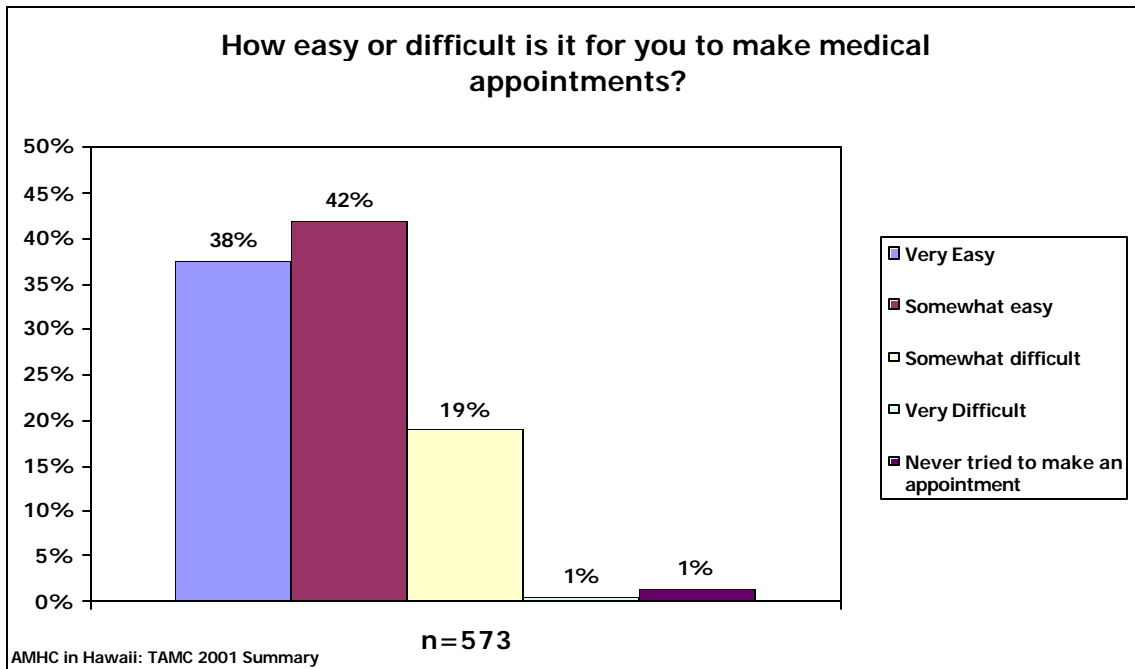
**Figure 211**



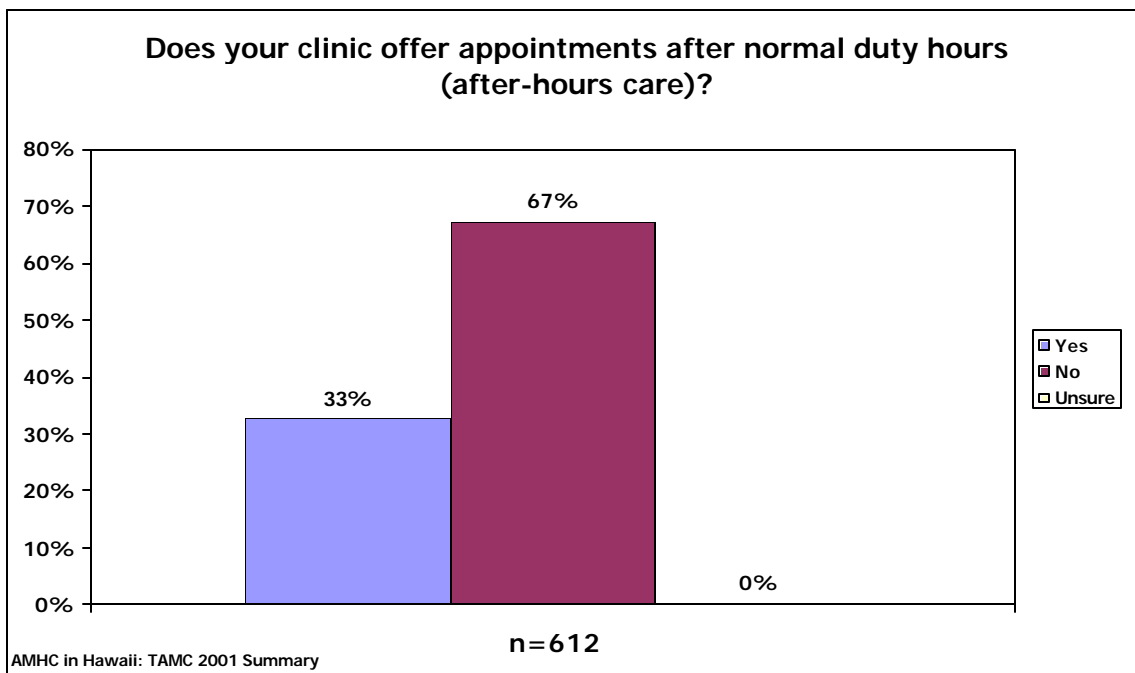
**Figure 212**



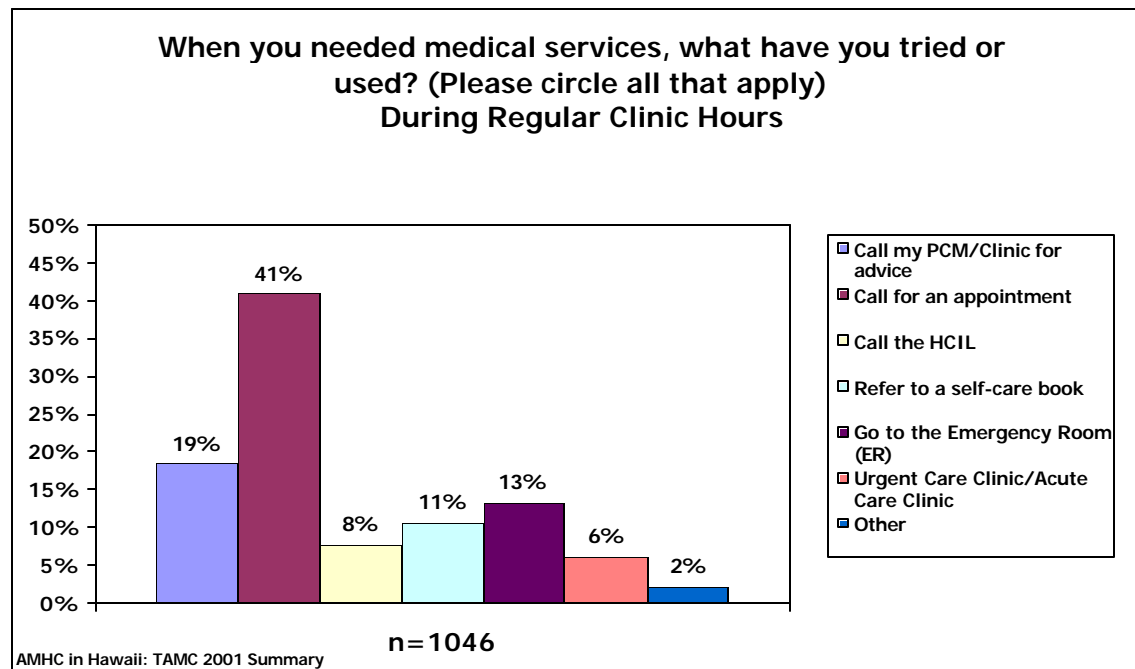
**Figure 213**



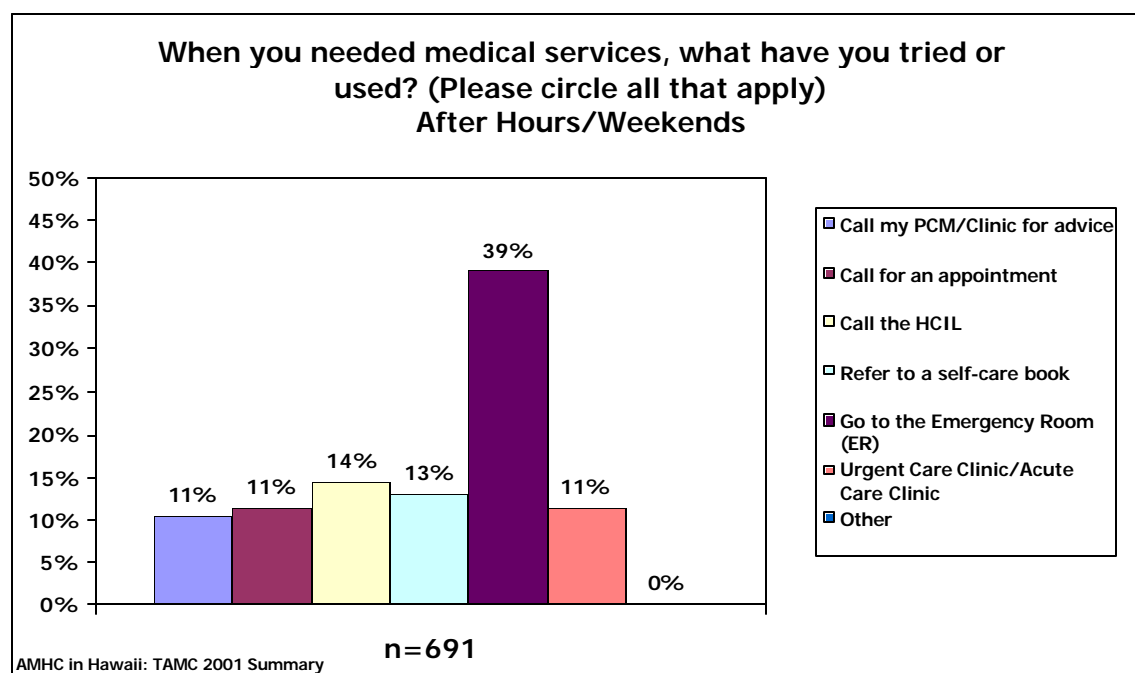
**Figure 214**



**Figure 215** Note: "unsure" responses may have been unintentionally omitted due to database design



**Figure 216**



**Figure 217**

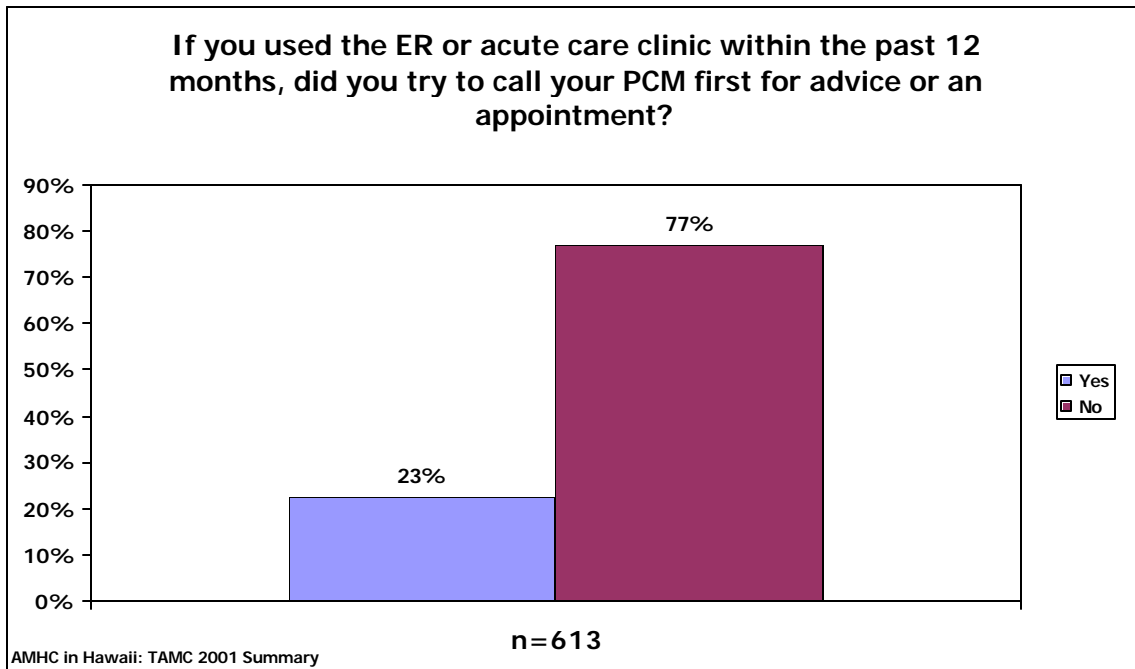


Figure 218

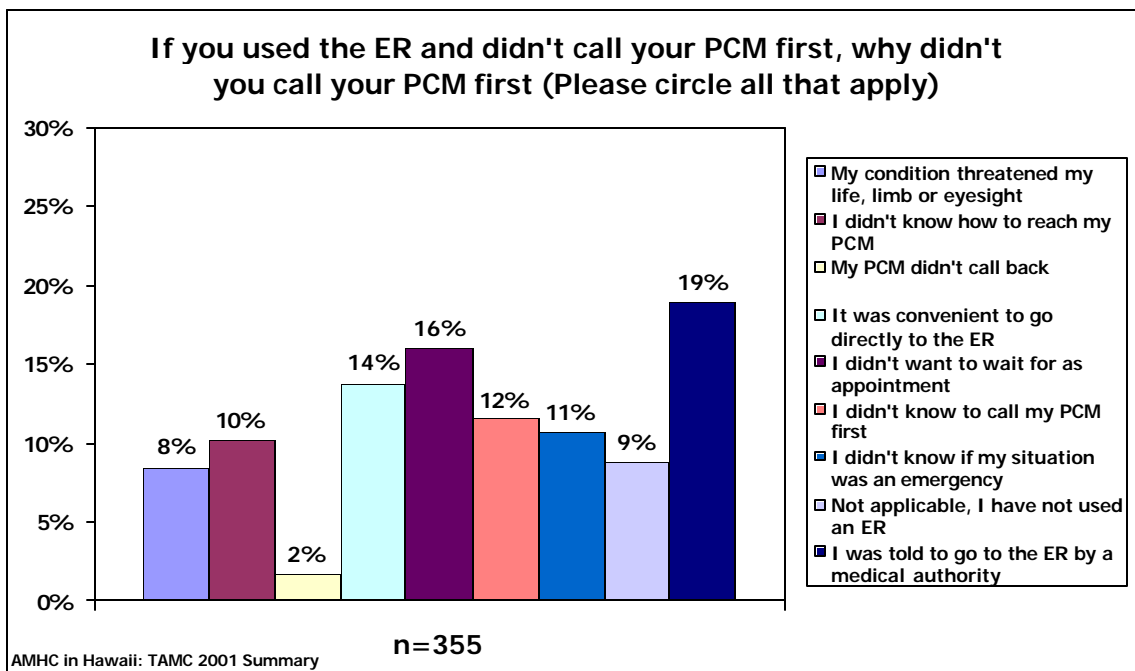
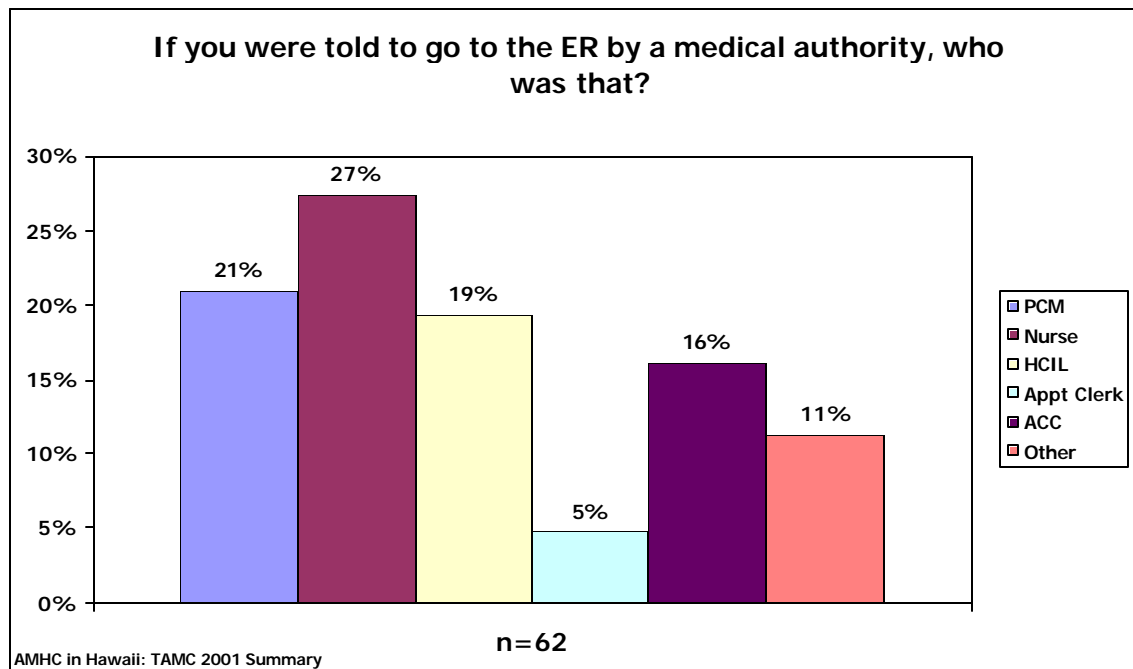
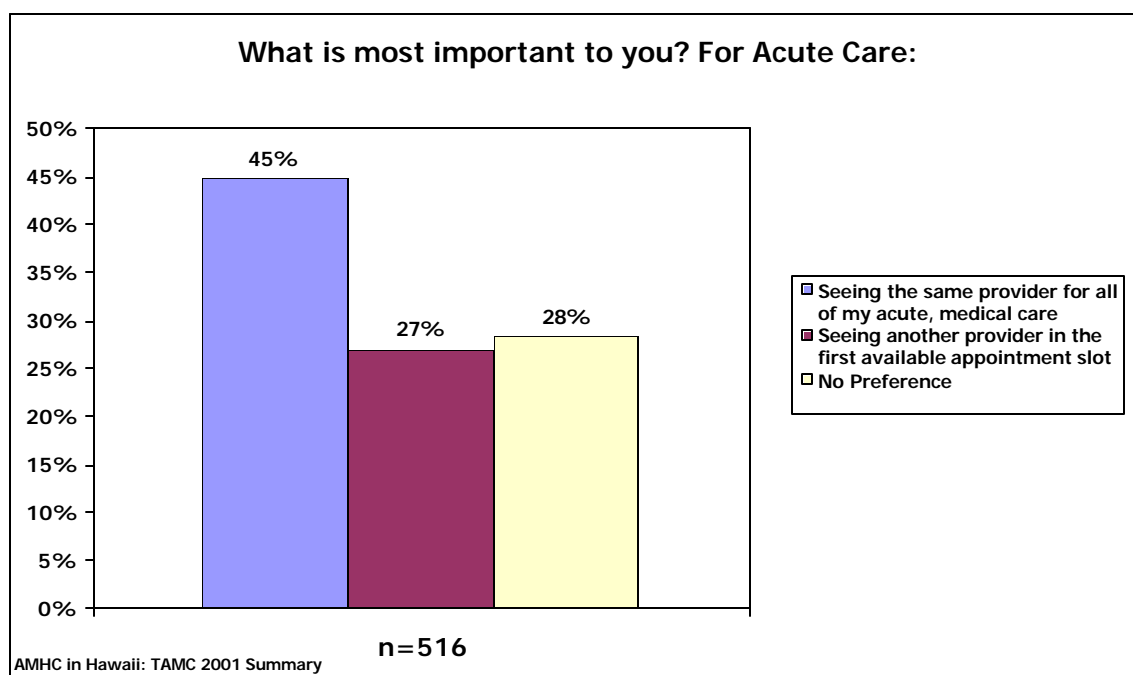


Figure 219

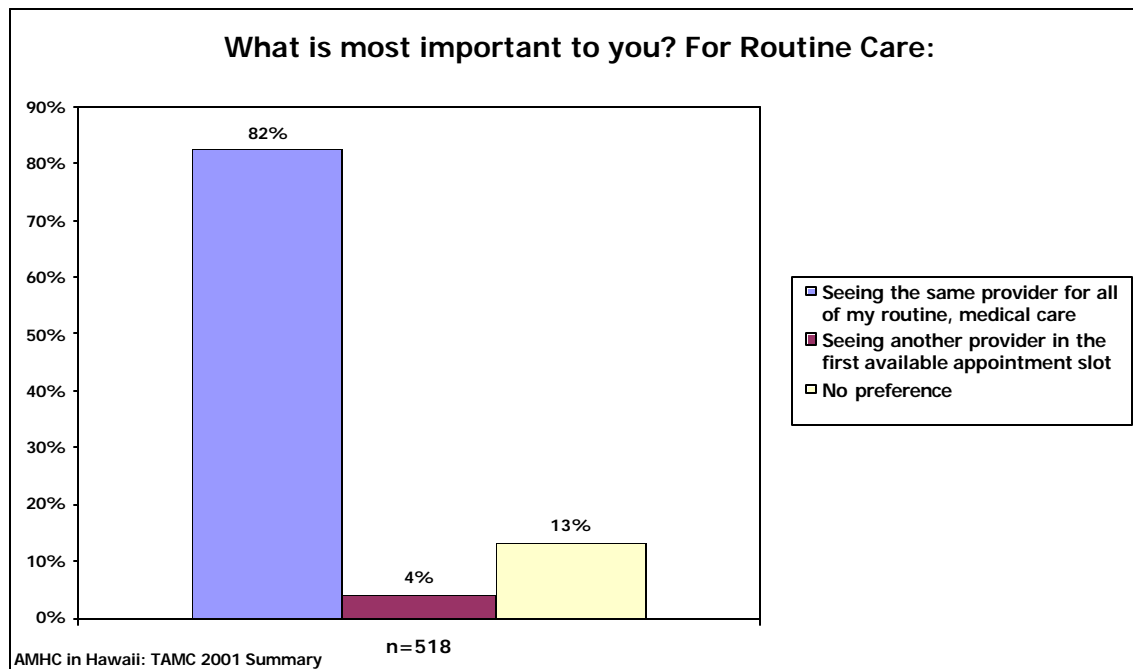


**Figure 220**



**Figure 221**





**Figure 222**

### **Section 3: AMHC in Hawaii: 1999-2001 Comparison Results**

This section reports the comparative analysis of identical or similar content questions found on both the 1999 Access to Military Health Care in Hawaii Survey and the 2001 Accessing Military Health Care in Hawaii Survey. It outlines the 1999-2001 comparison results as well as MTF-Level comparison reports.

The number of subjects for each analysis is dependent upon the nature of the question. For example, when a question requires the respondent to “circle all that apply” the number of responses to this type of question will be greater than the number of subjects because multiple answers are allowed. Due to the rounding format of excel some total percentages may only add up to 99%.

## AMHC in Hawaii: 1999-2001 Comparison Report

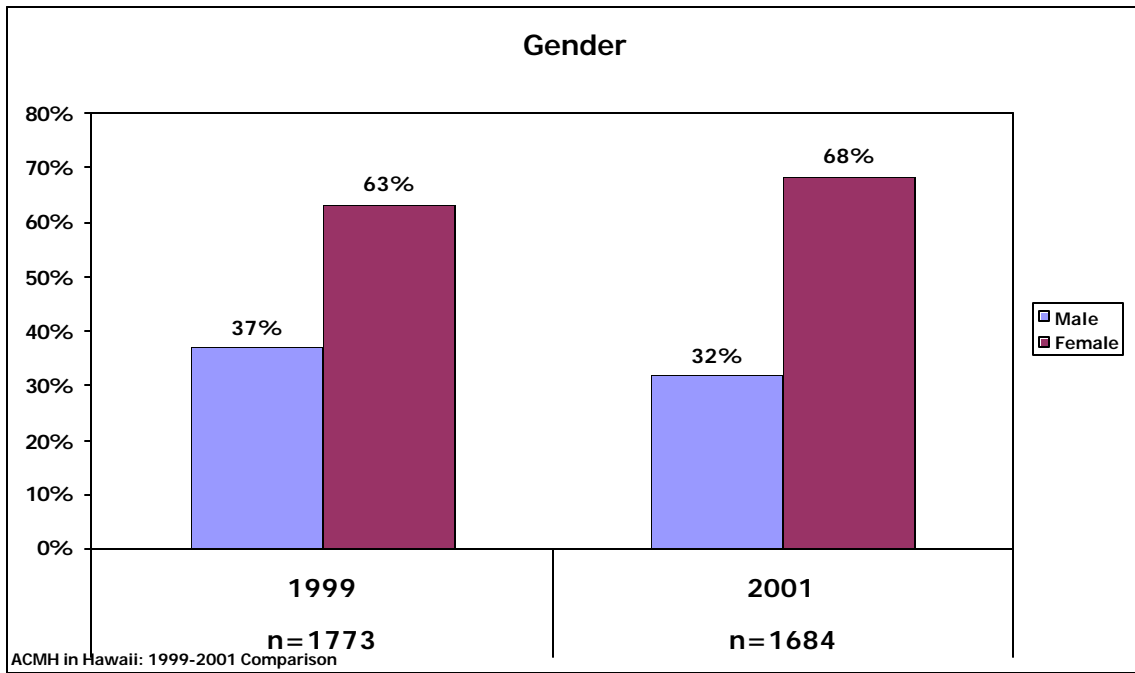


Figure 223

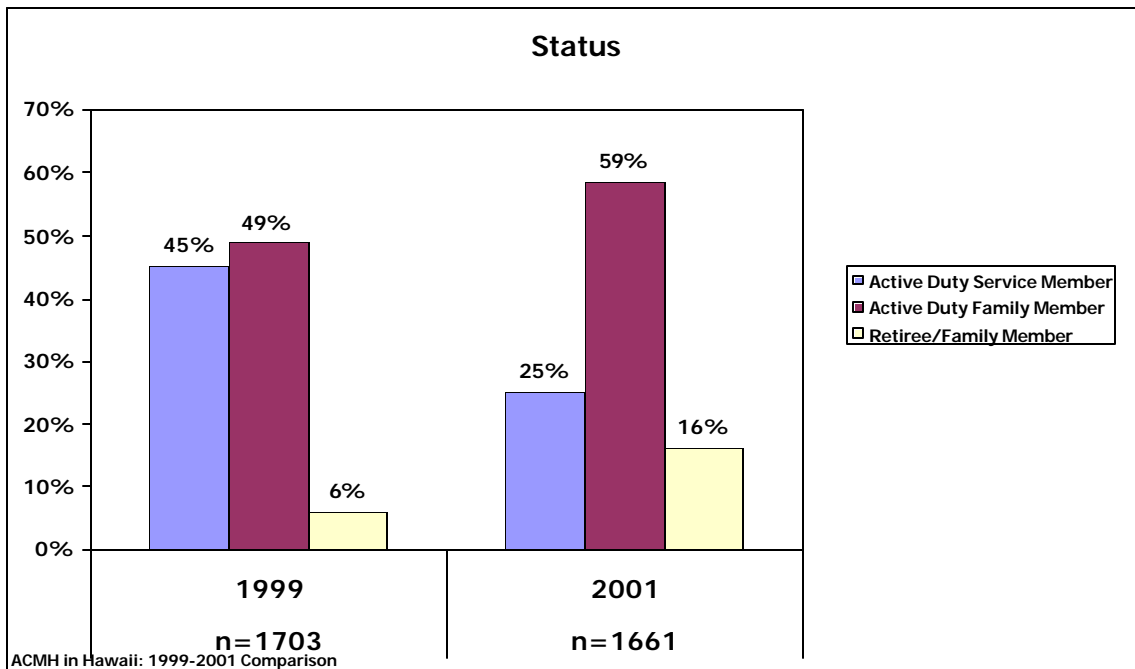
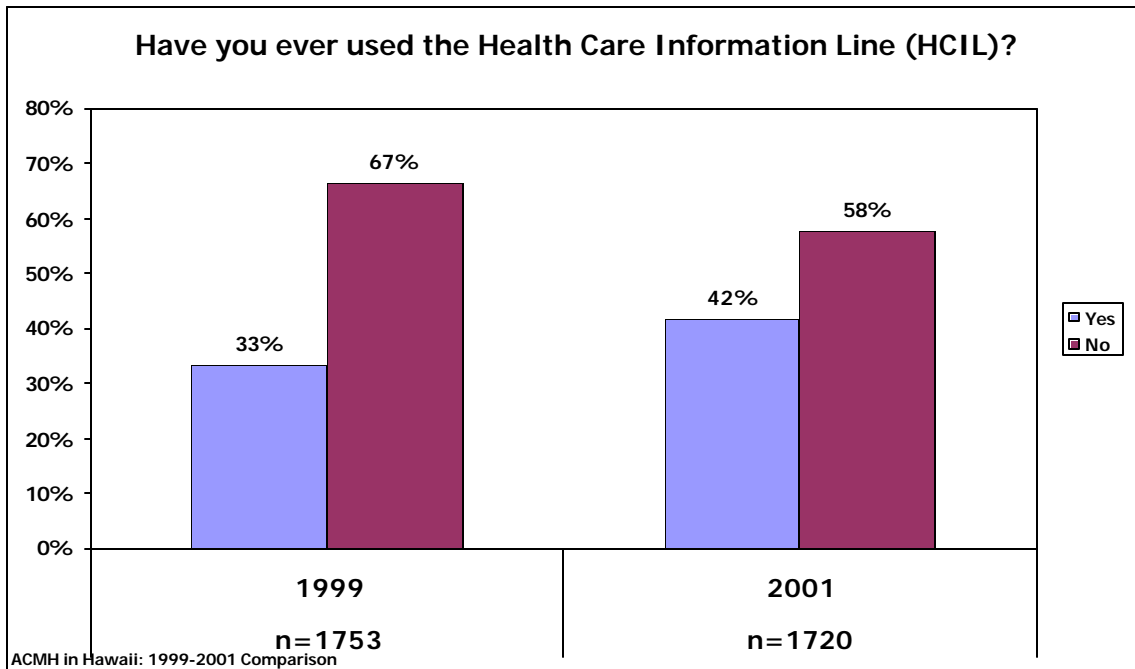
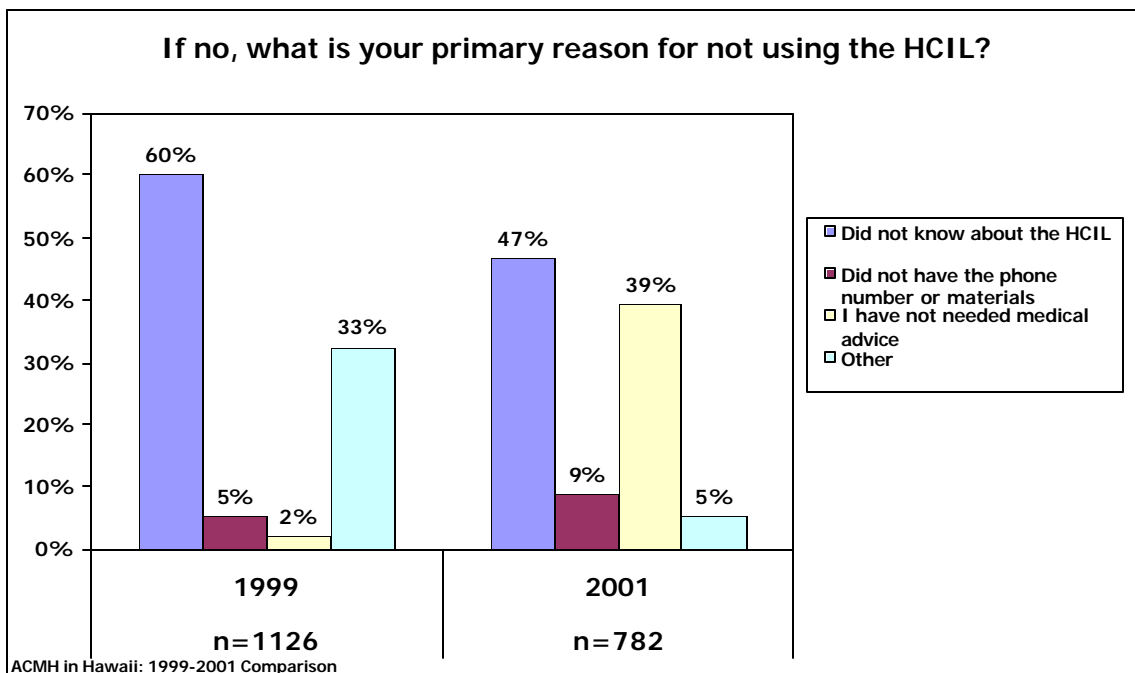


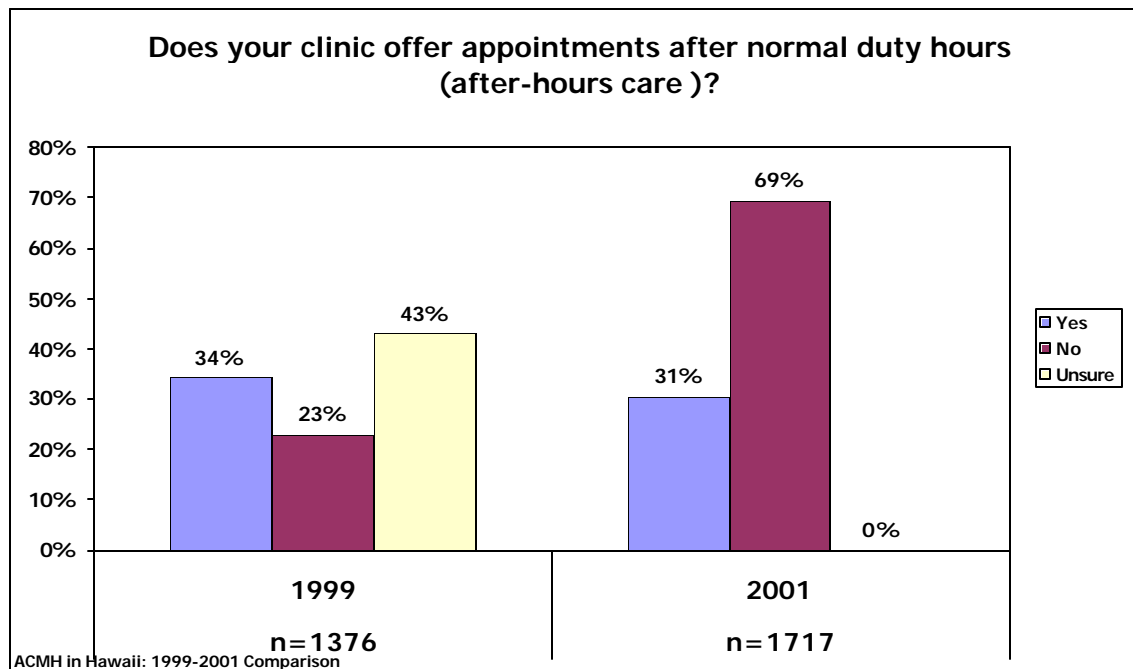
Figure 224



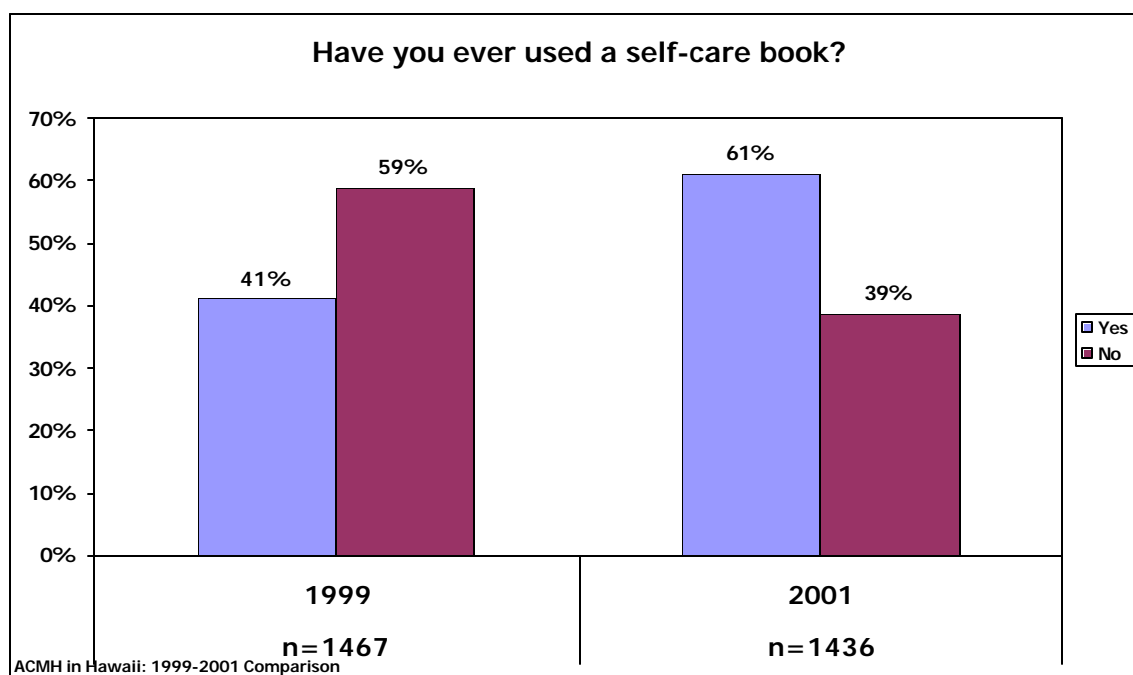
**Figure 225**



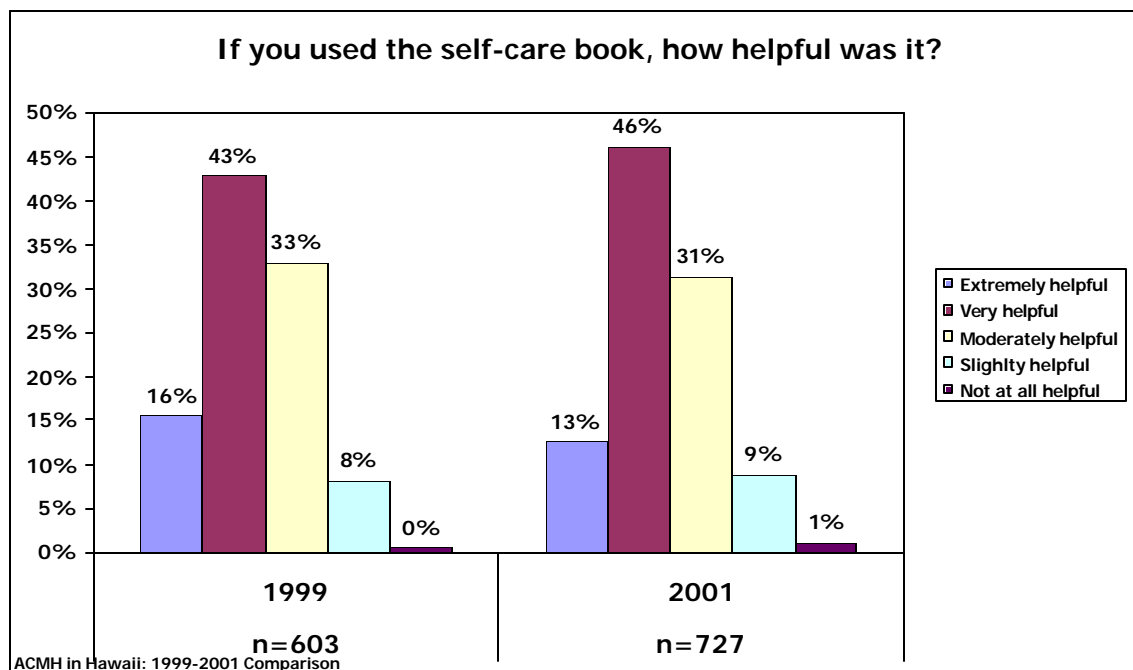
**Figure 226**



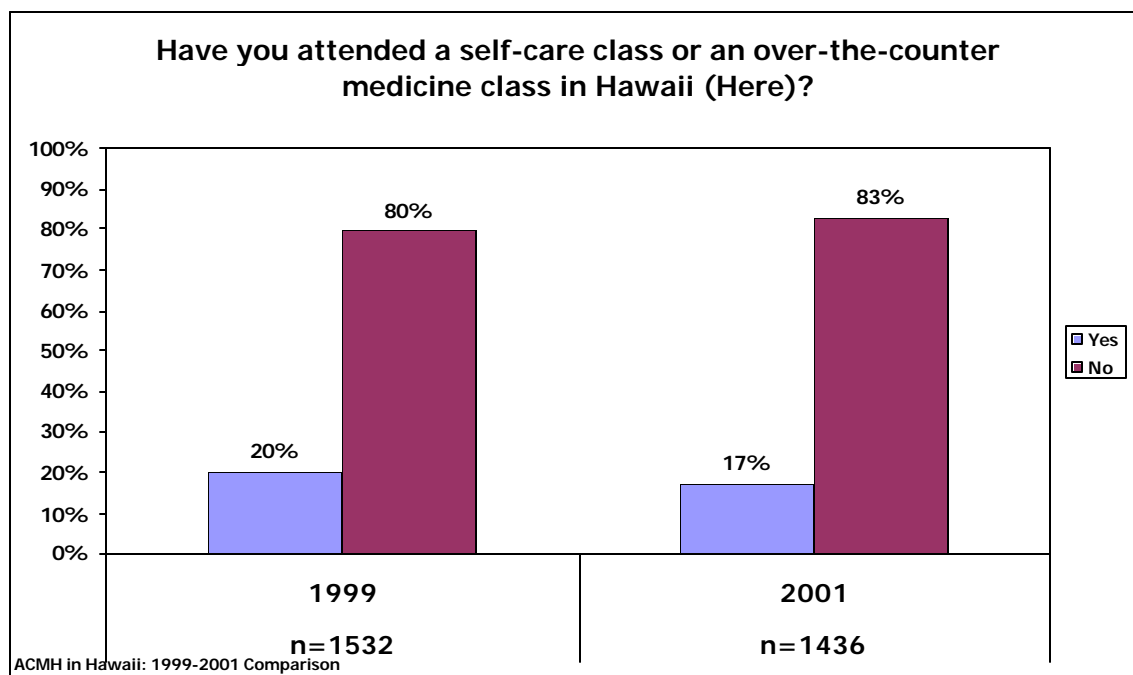
**Figure 227** Note: “unsure” responses may have been unintentionally omitted due to database design



**Figure 228**



**Figure 229**



**Figure 230**

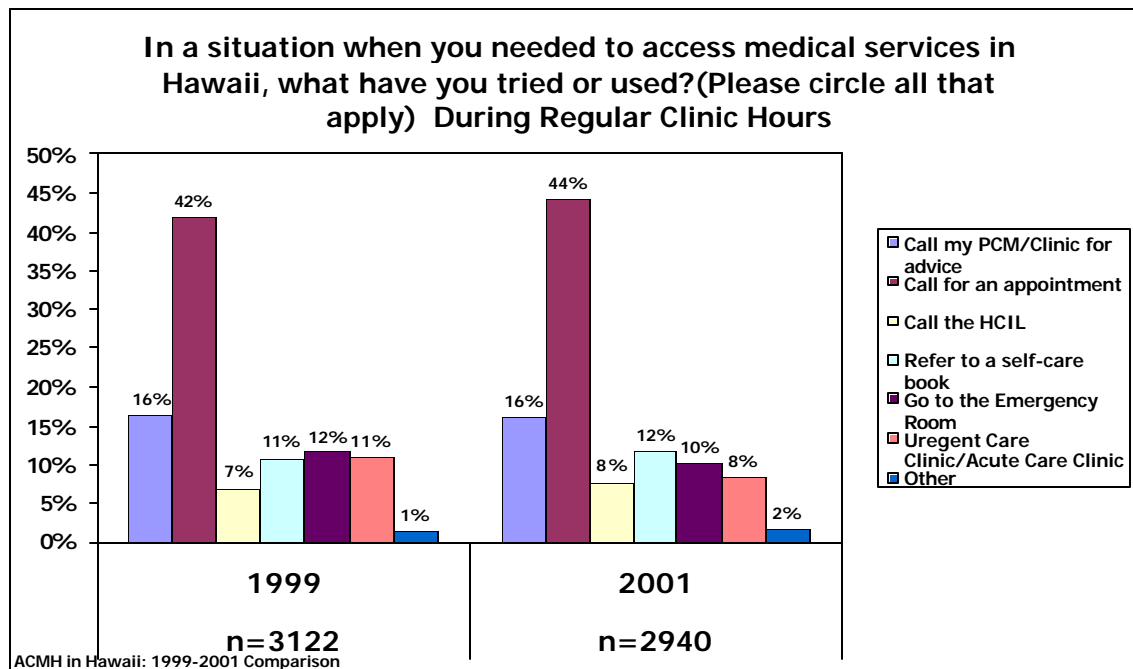


Figure 231

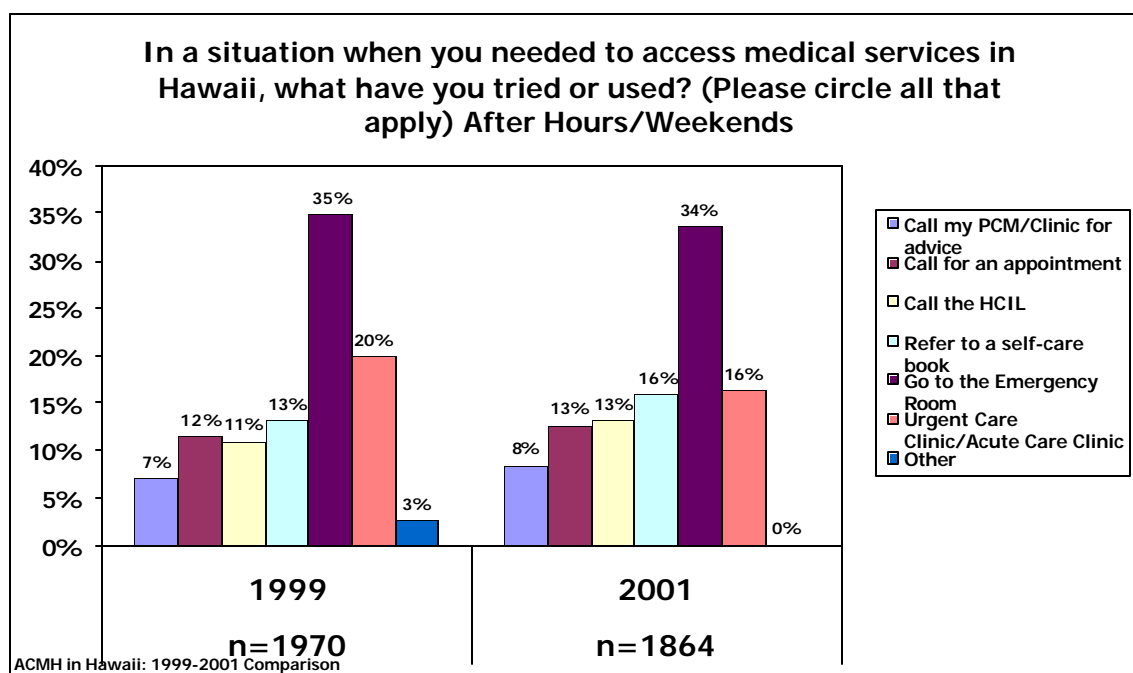
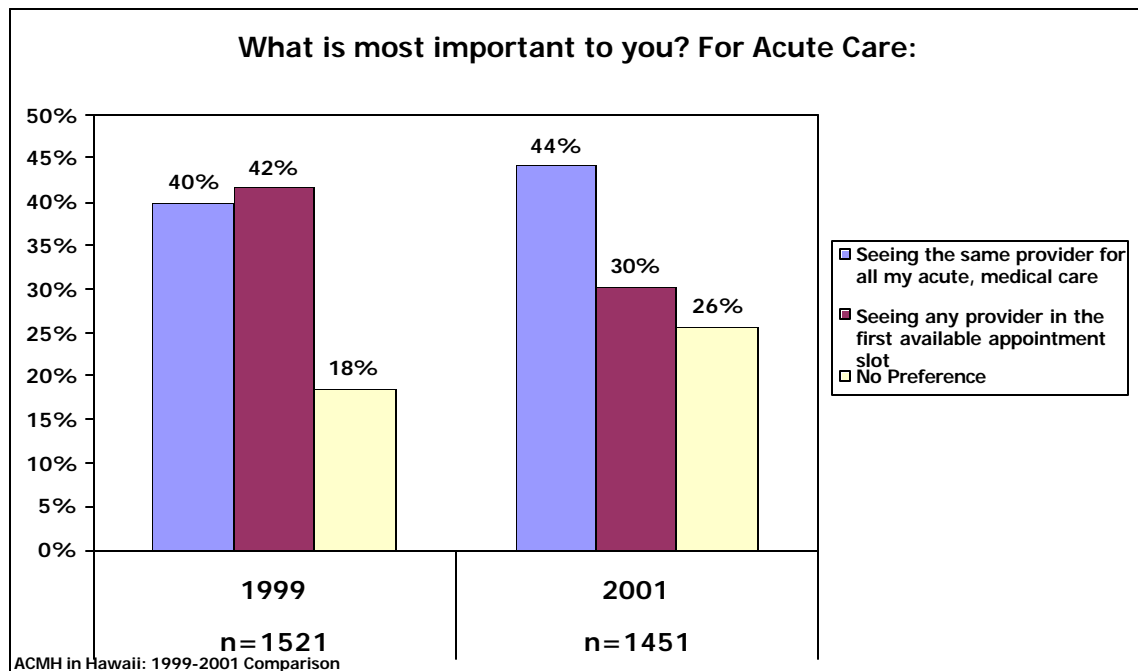
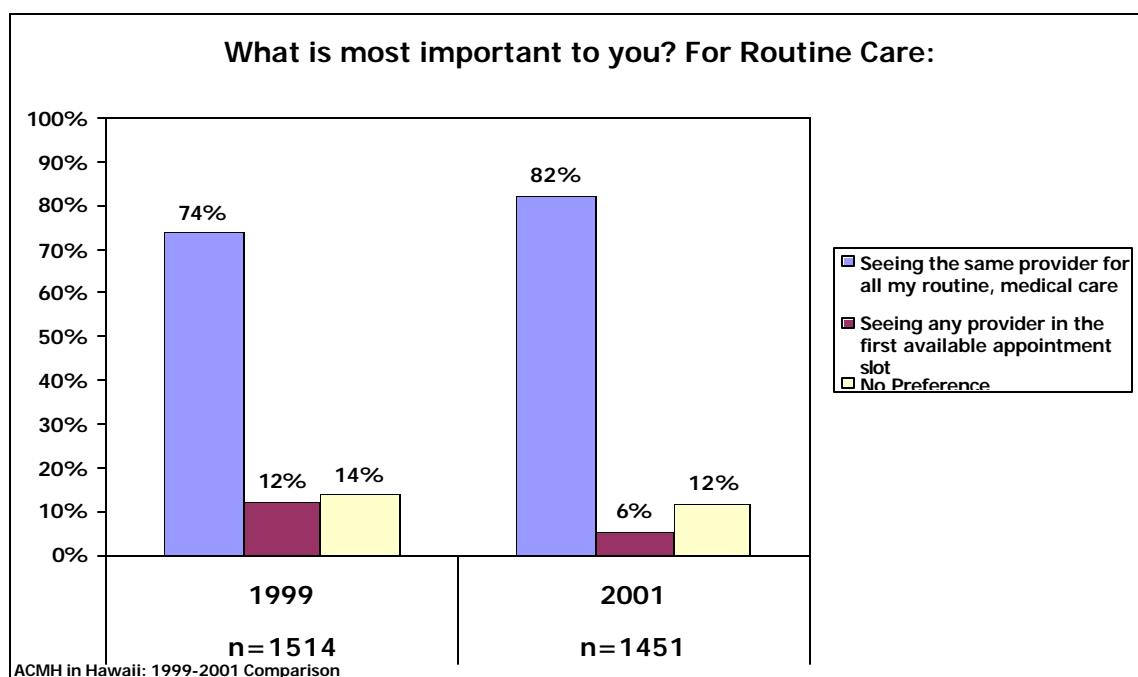


Figure 232



**Figure 233**



**Figure 234**

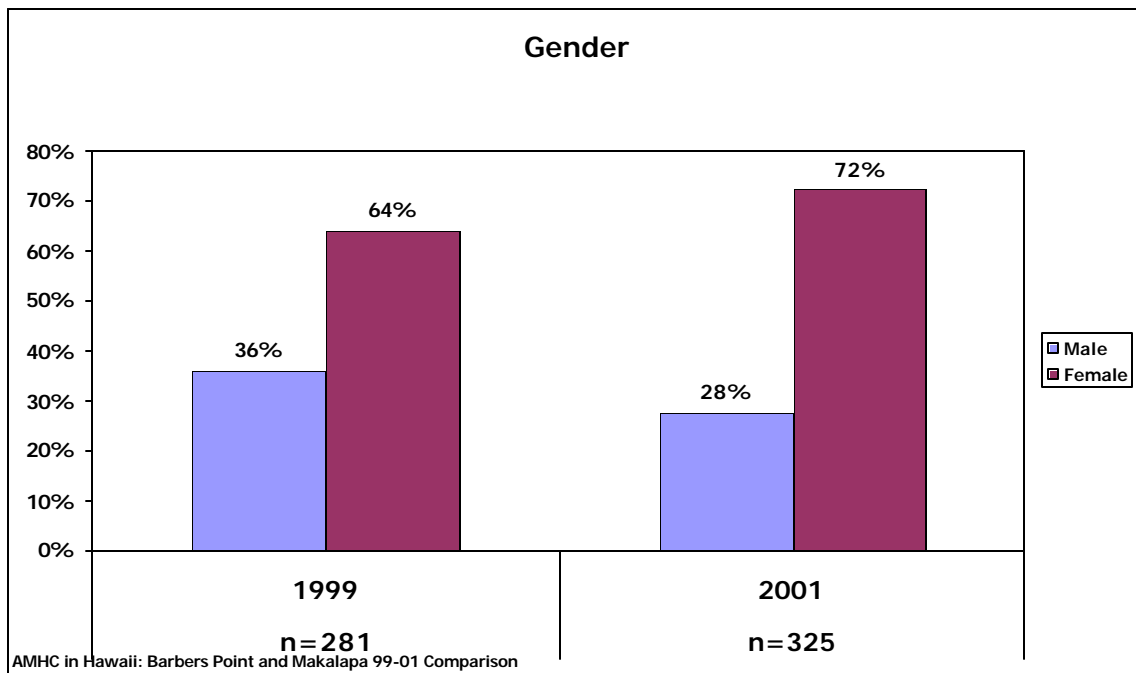


## **AHMC in Hawaii 99-01 MTF-Level Comparison Results**

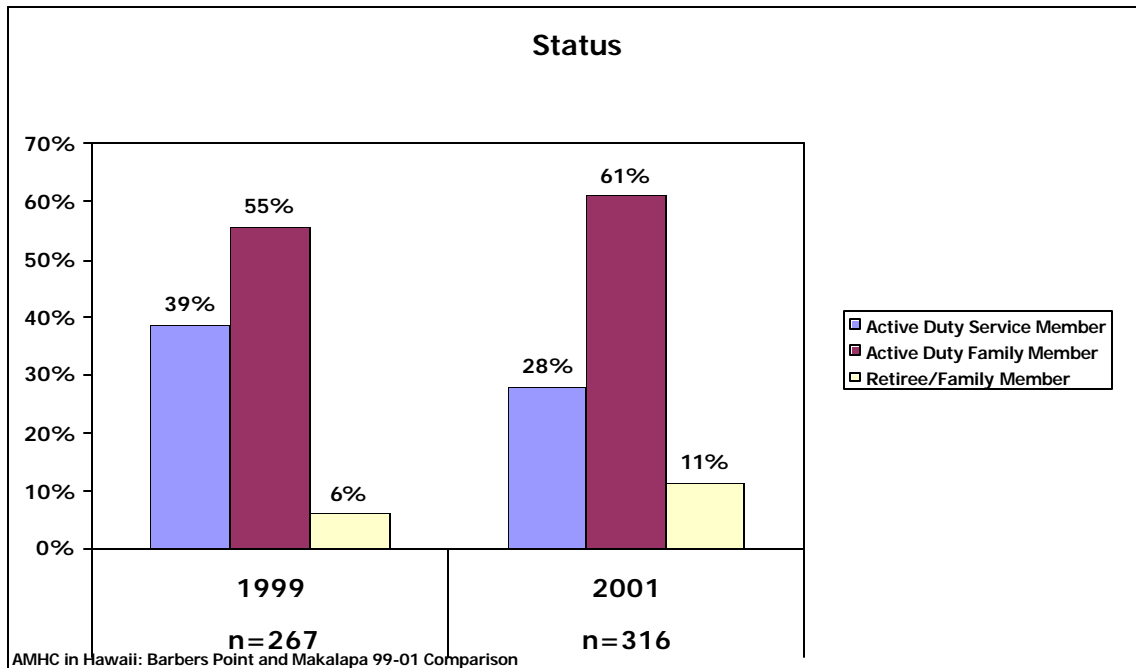
This section reports the comparative analysis of identical or similar content questions found on both the 1999 Access to Military Health Care in Hawaii Survey and the 2001 Accessing Military Health Care in Hawaii Survey. It outlines the 1999-2001 comparison results as well as MTF-Level comparison reports.

The number of subjects for each analysis is dependent upon the nature of the question. For example, when a question requires the respondent to “circle all that apply” the number of responses to this type of question will be greater than the number of subjects because multiple answers are allowed. Due to the rounding format of excel some total percentages may only add up to 99%.

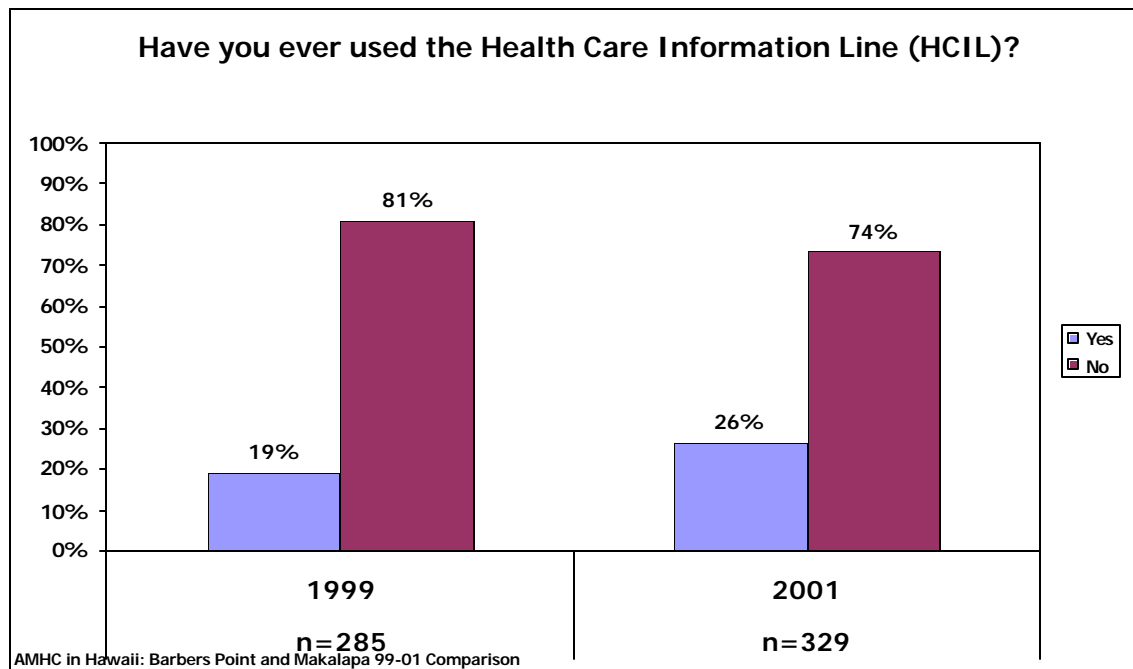
## AMHC in Hawaii: Barbers Point and Makalapa 99-01 Comparison Report



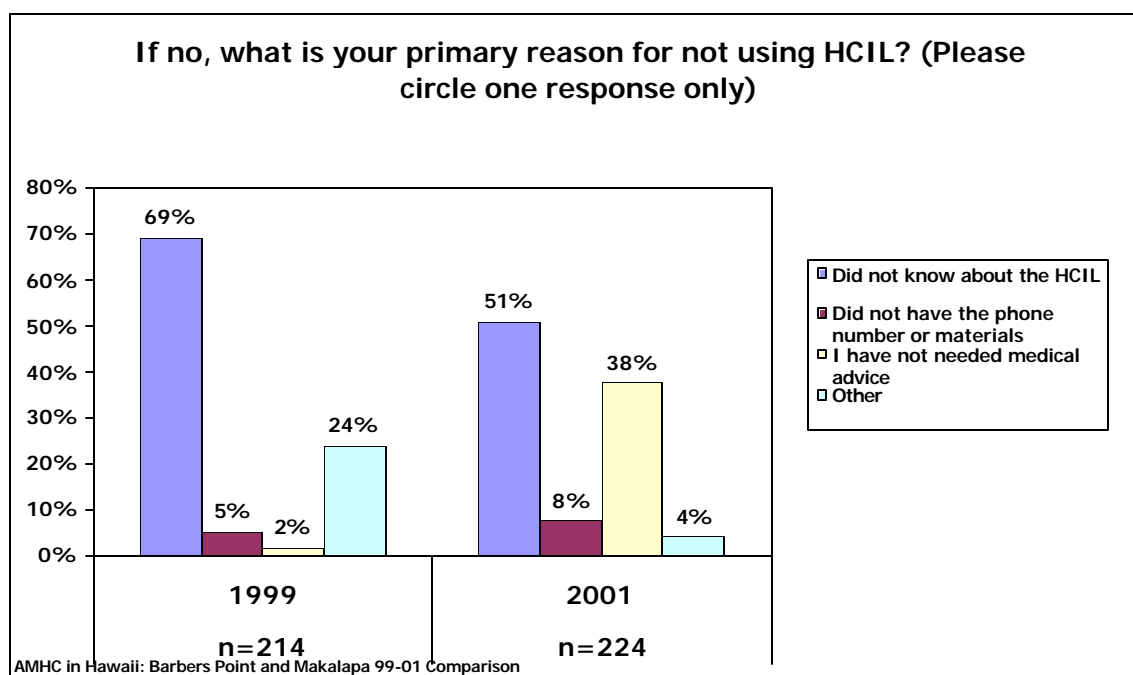
**Figure 235**



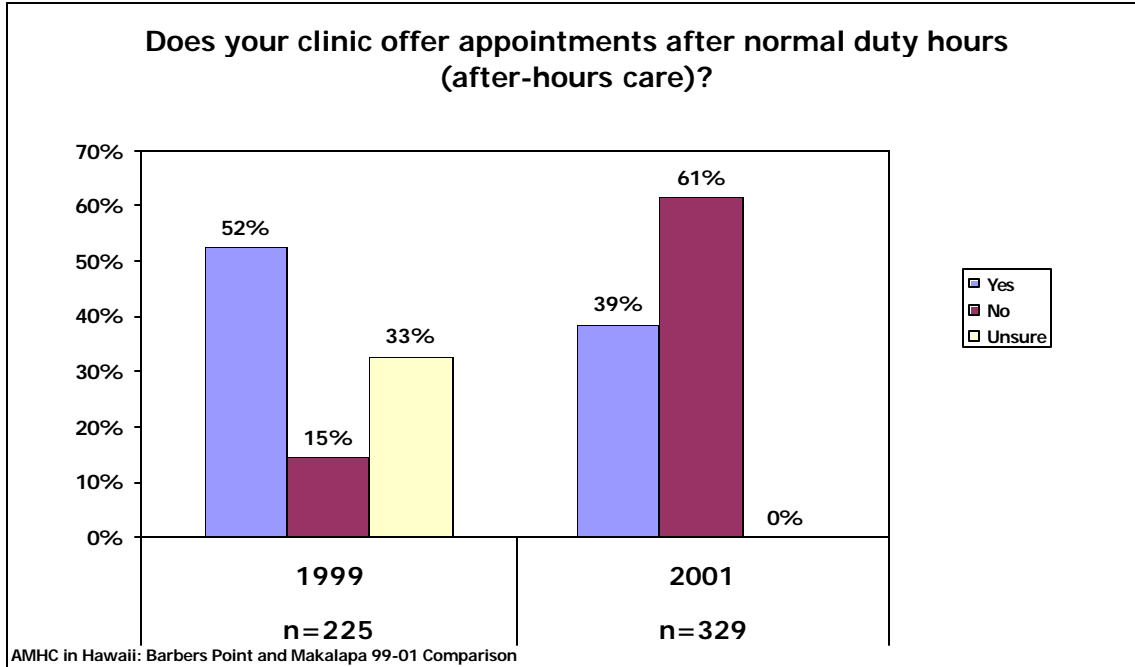
**Figure 236**



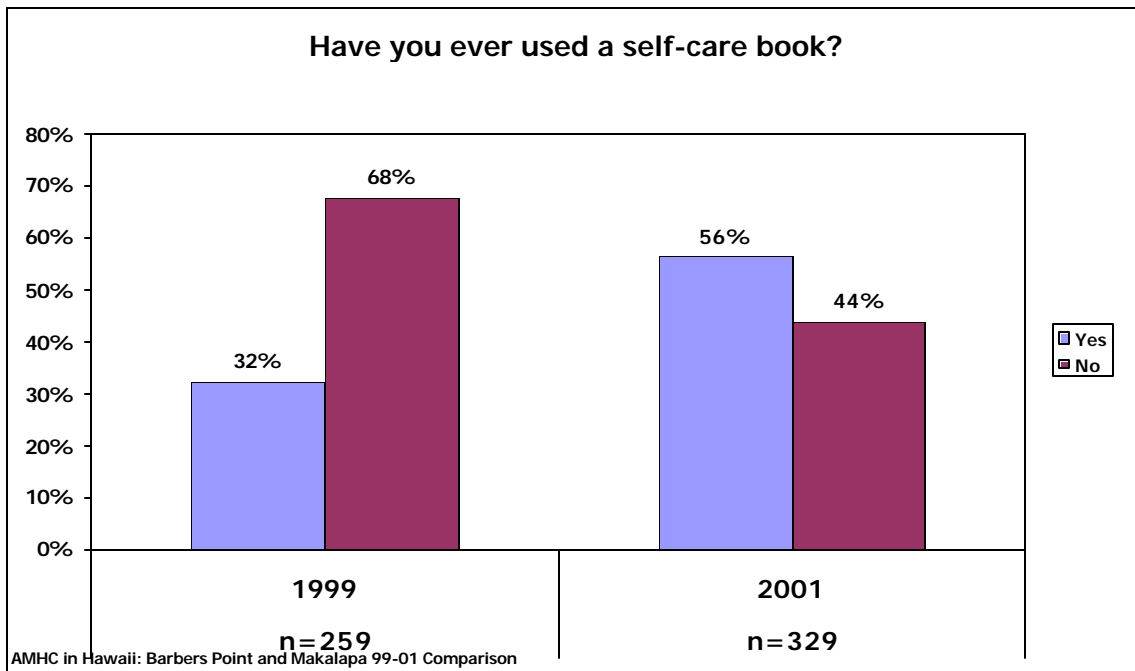
**Figure 237**



**Figure 238**



**Figure 239** Note: “unsure” responses may have been unintentionally omitted due to database design



**Figure 240**

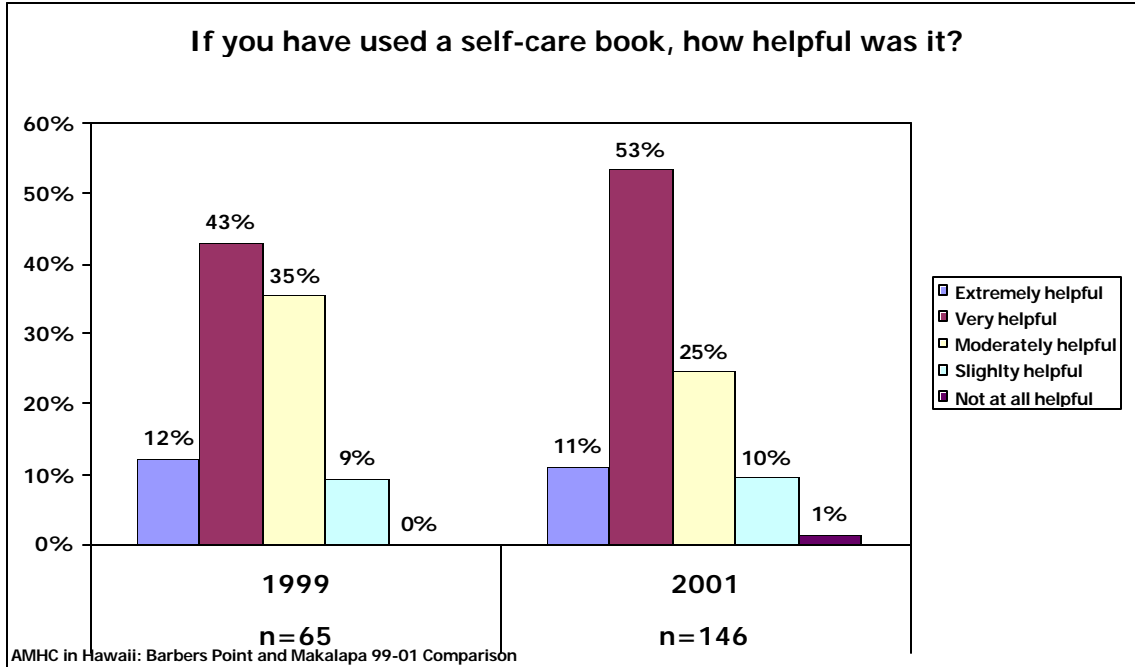


Figure 241

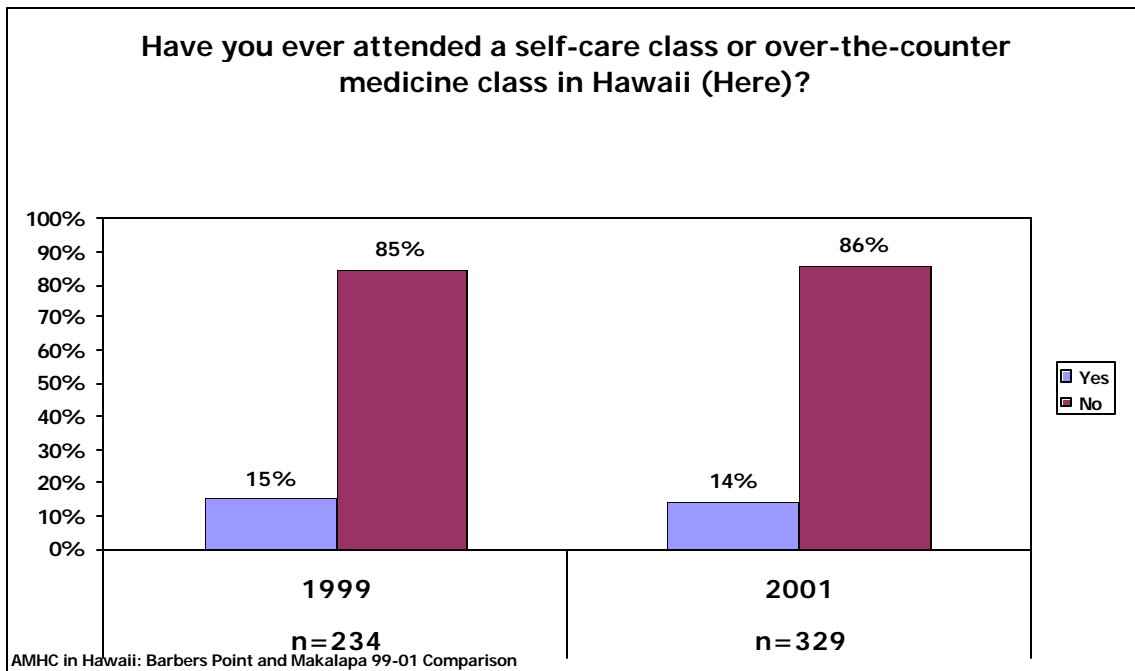


Figure 242

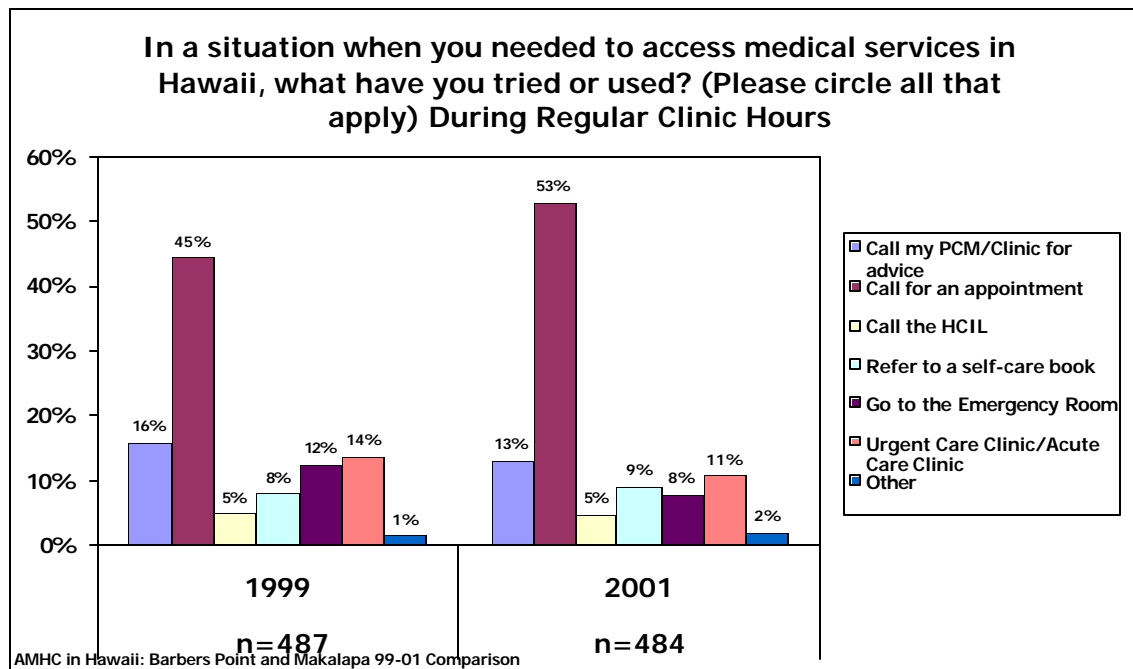


Figure 243

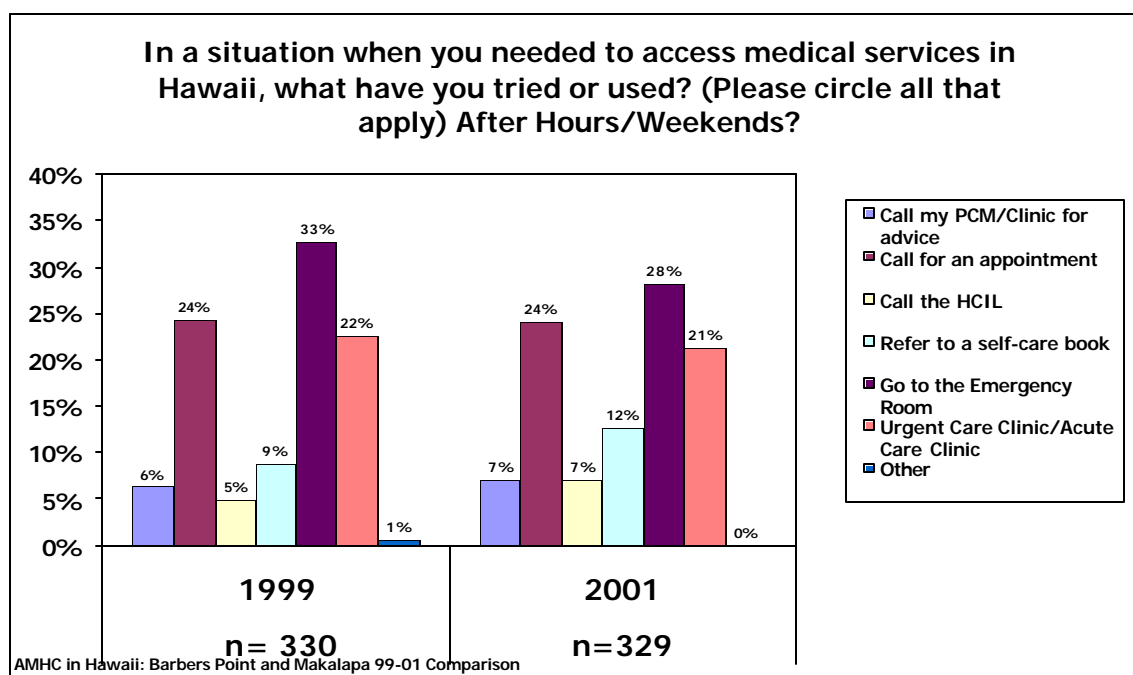
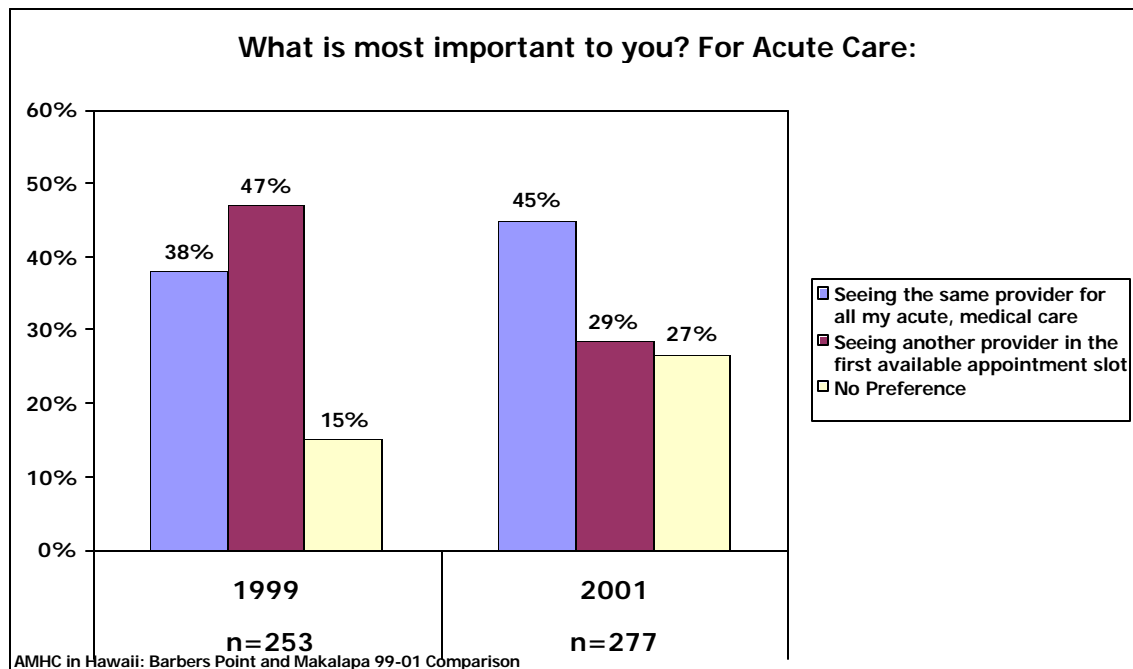
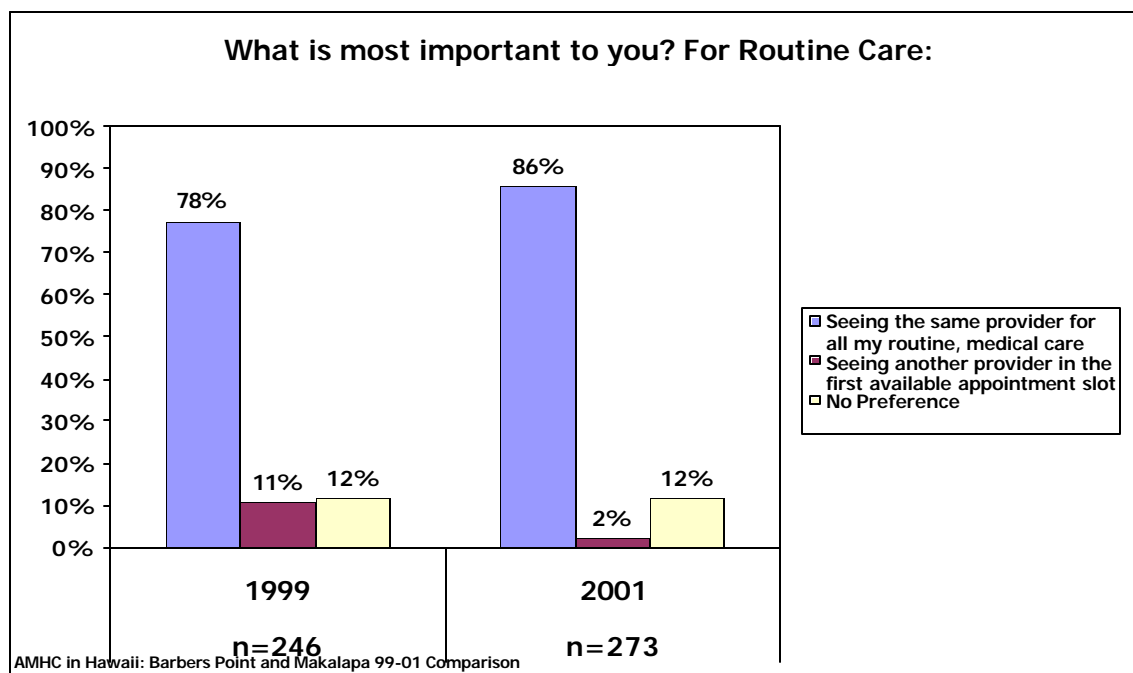


Figure 244



**Figure 245**



**Figure 246**

## AMHC in Hawaii: Hickam 99-01 Comparison Report

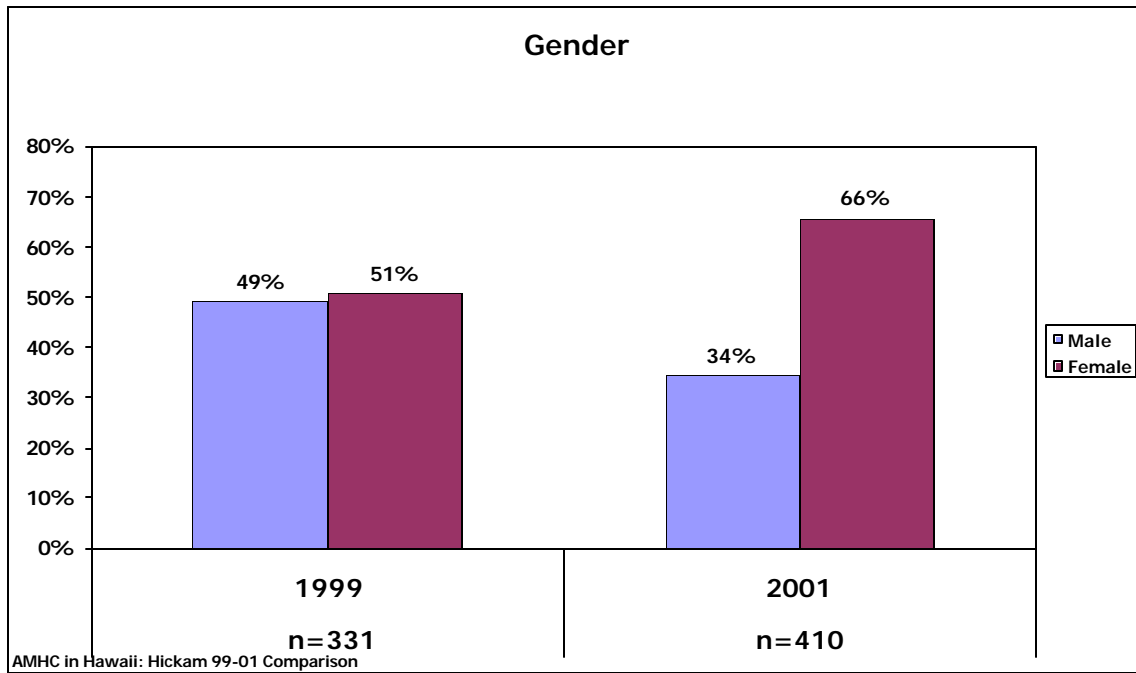


Figure 247

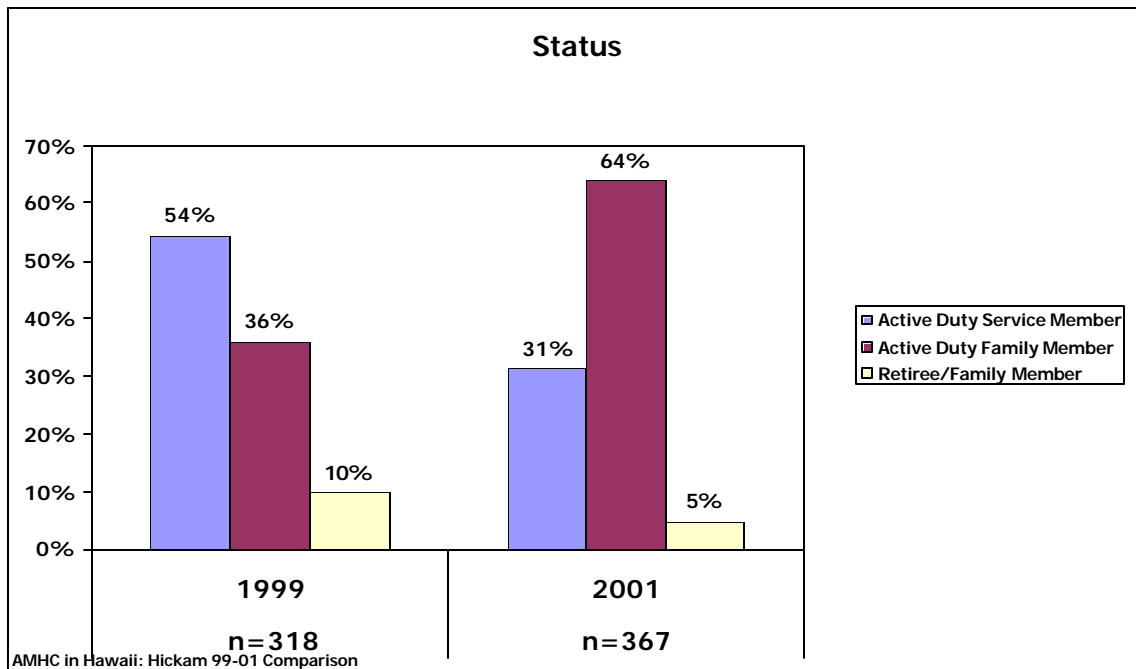
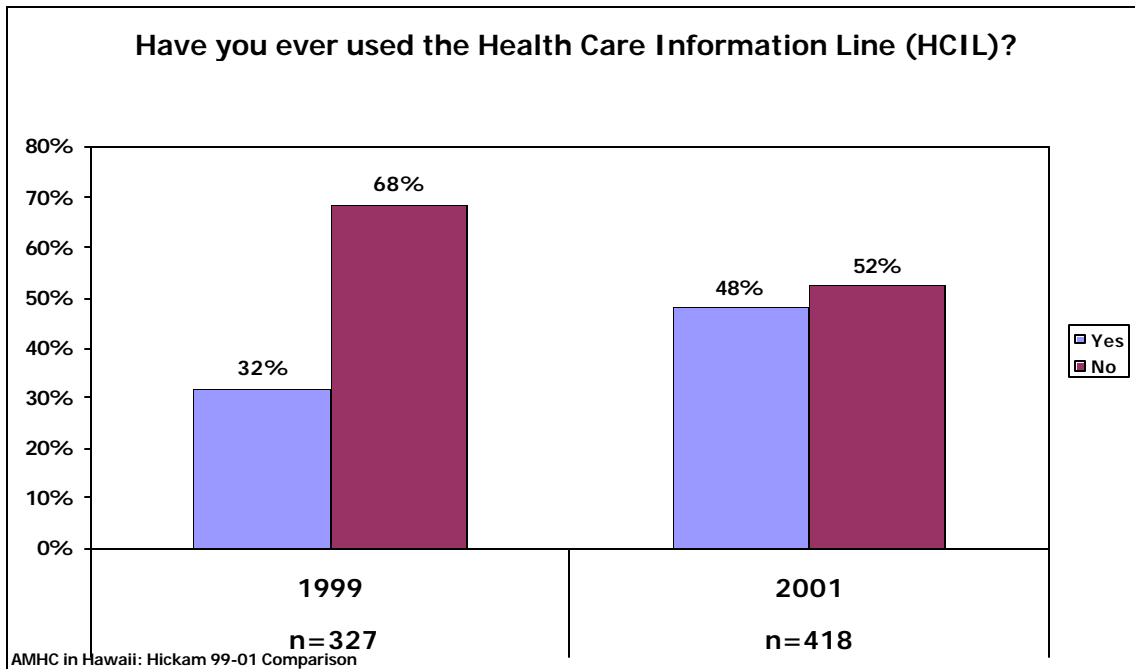
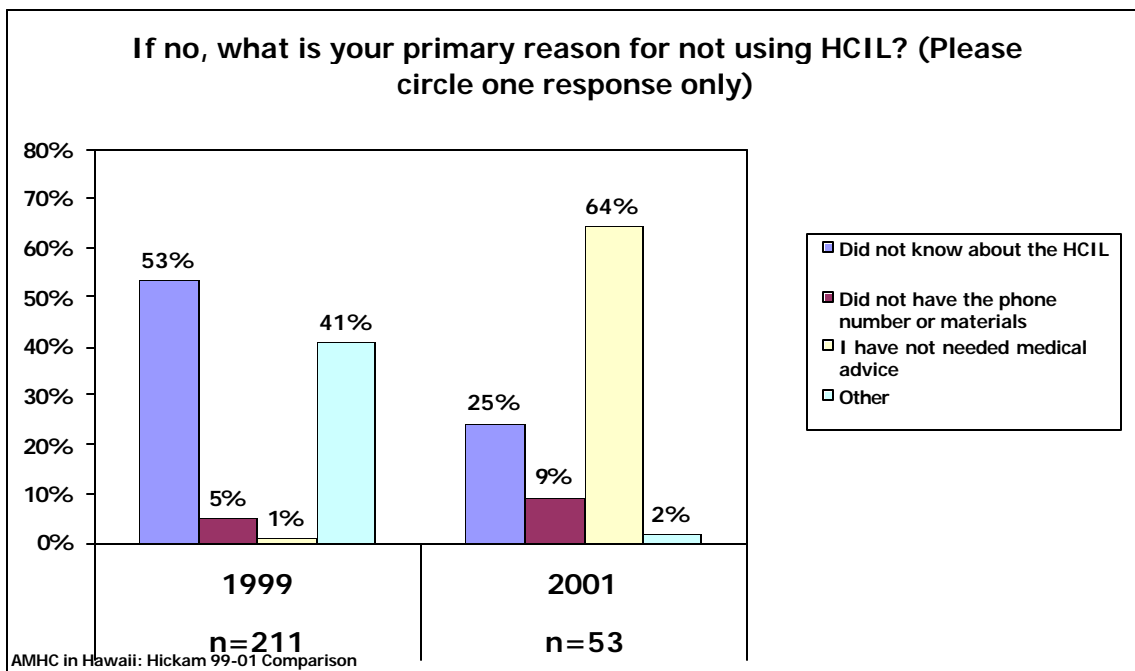


Figure 248

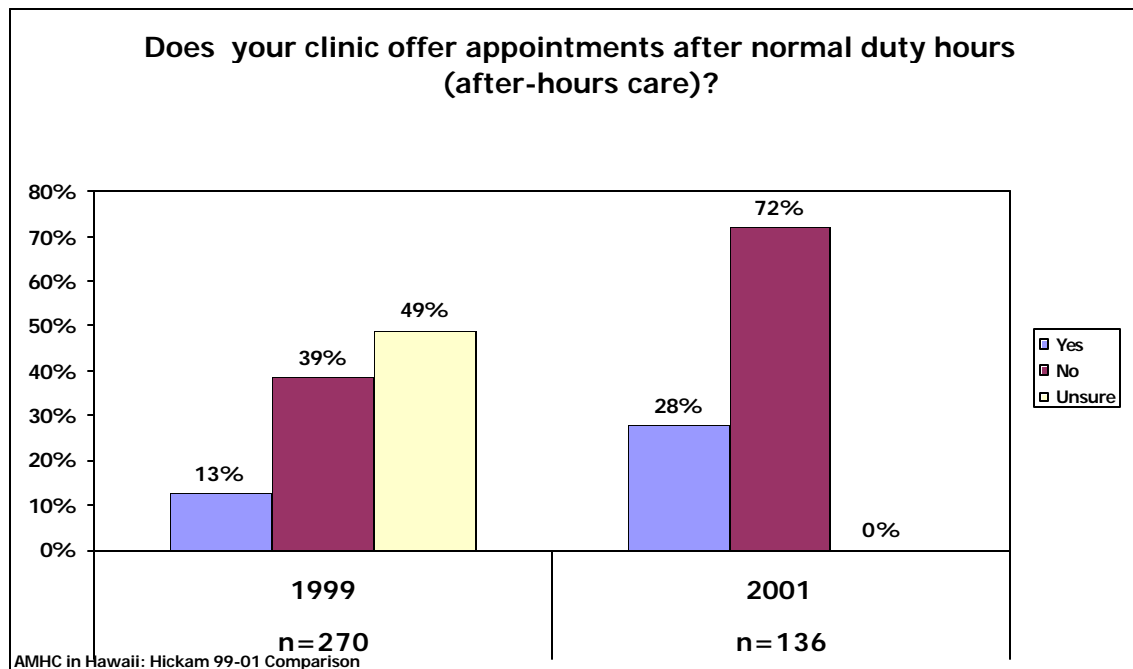




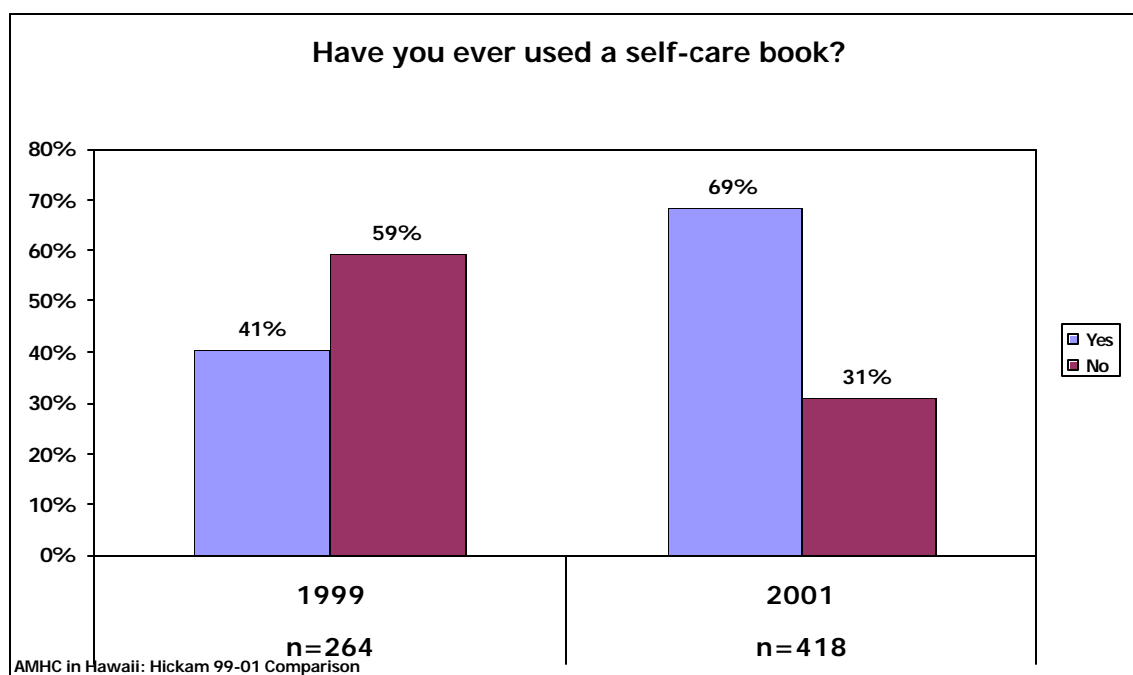
**Figure 249**



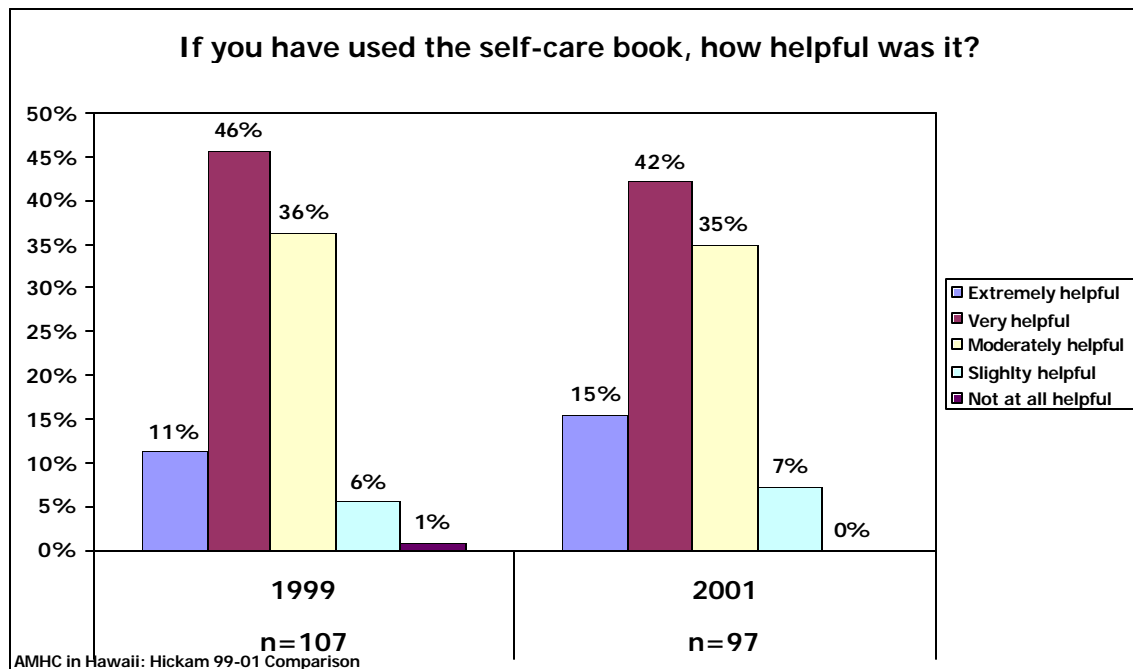
**Figure 250**



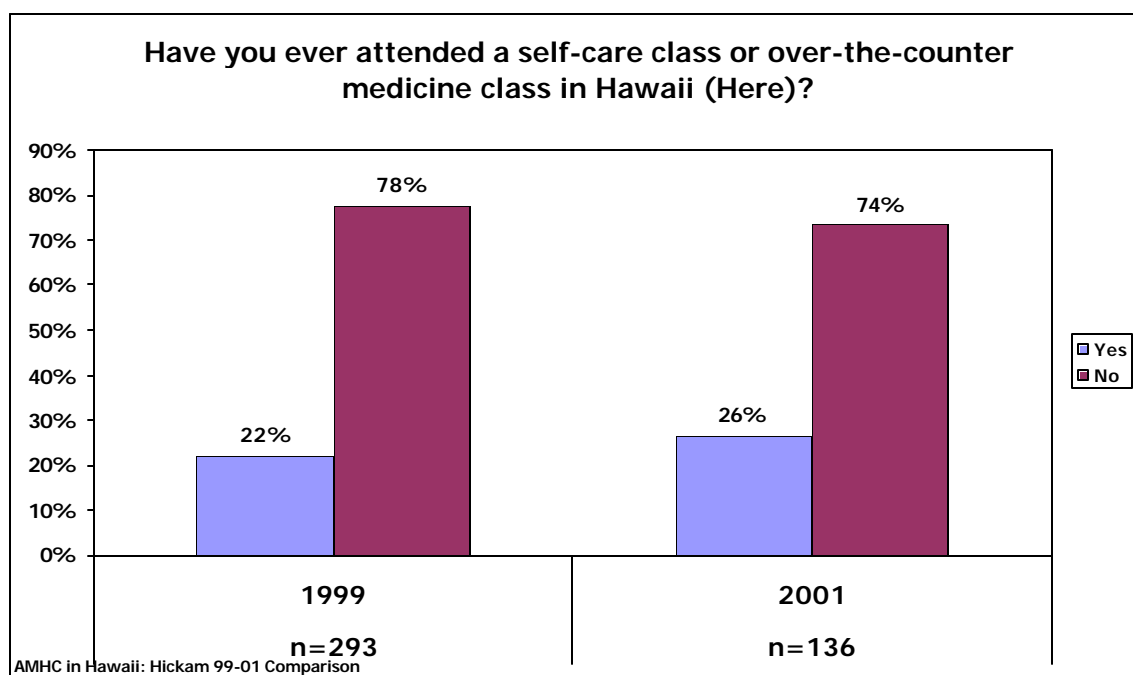
**Figure 251** Note: “unsure” responses may have been unintentionally omitted due to database design



**Figure 252**



**Figure 253**



**Figure 254**

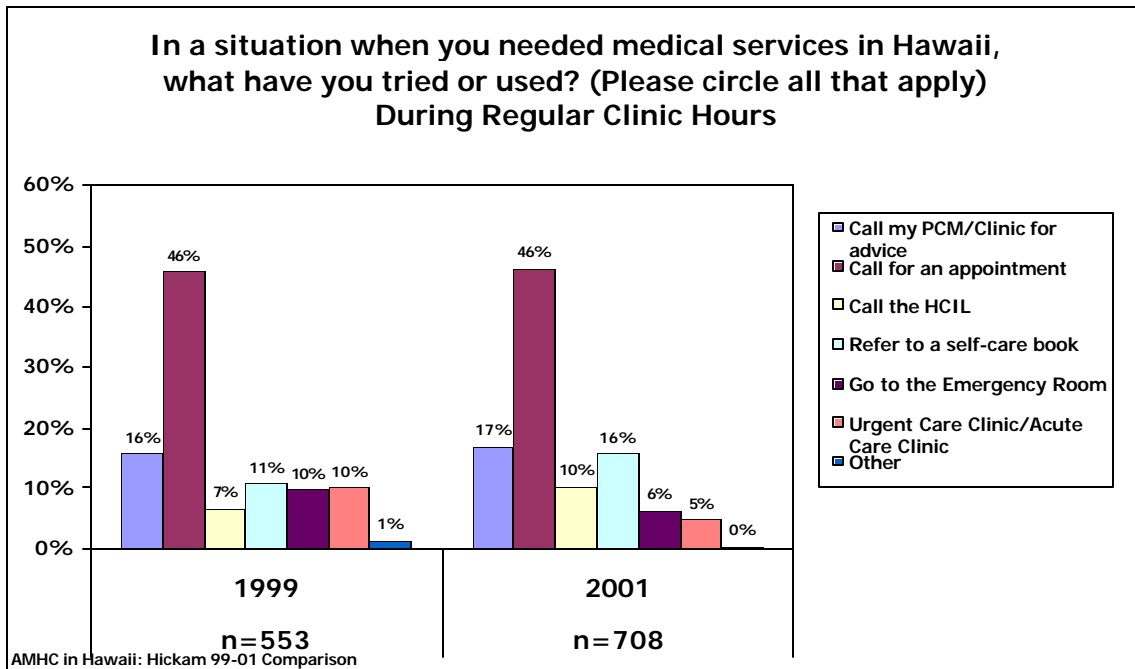


Figure 255

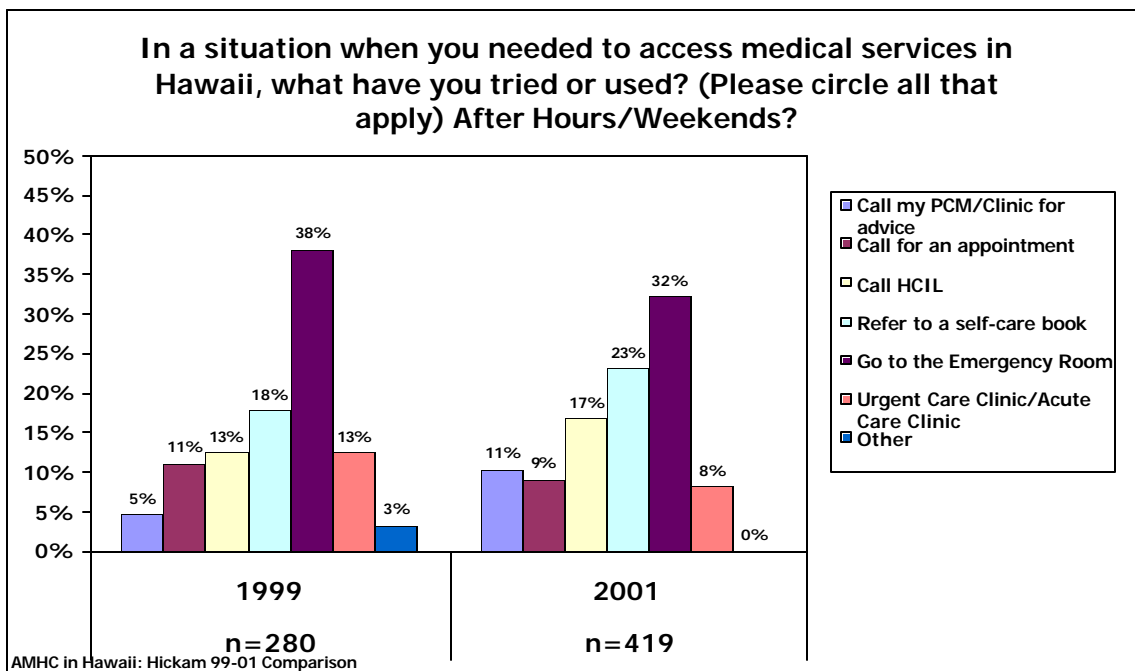


Figure 256

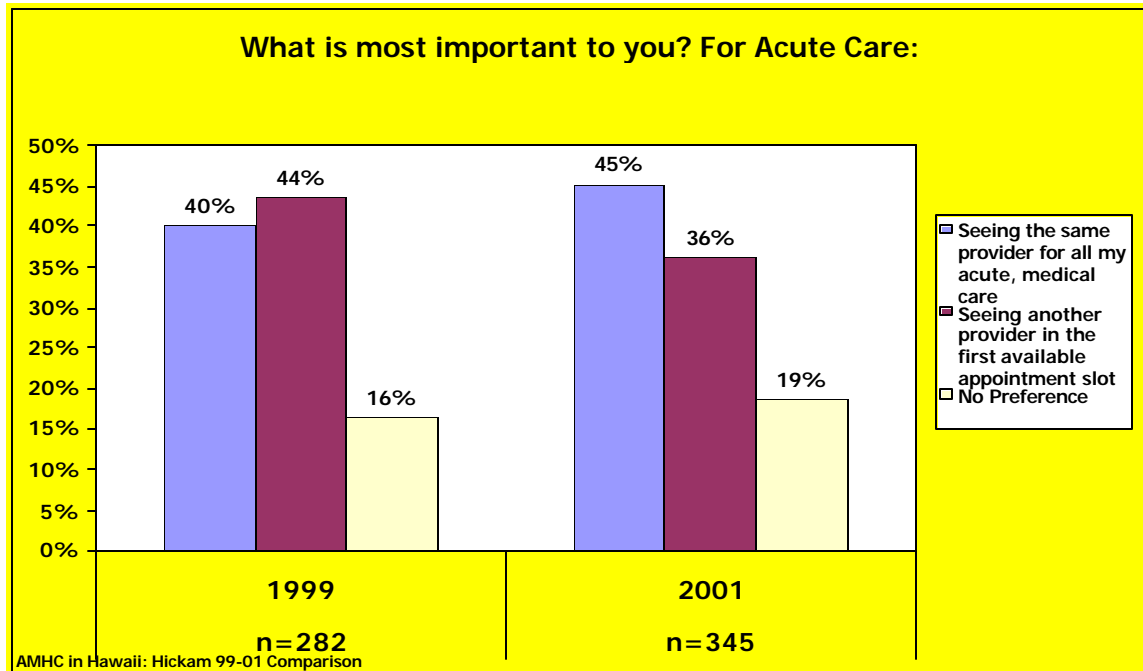


Figure 257

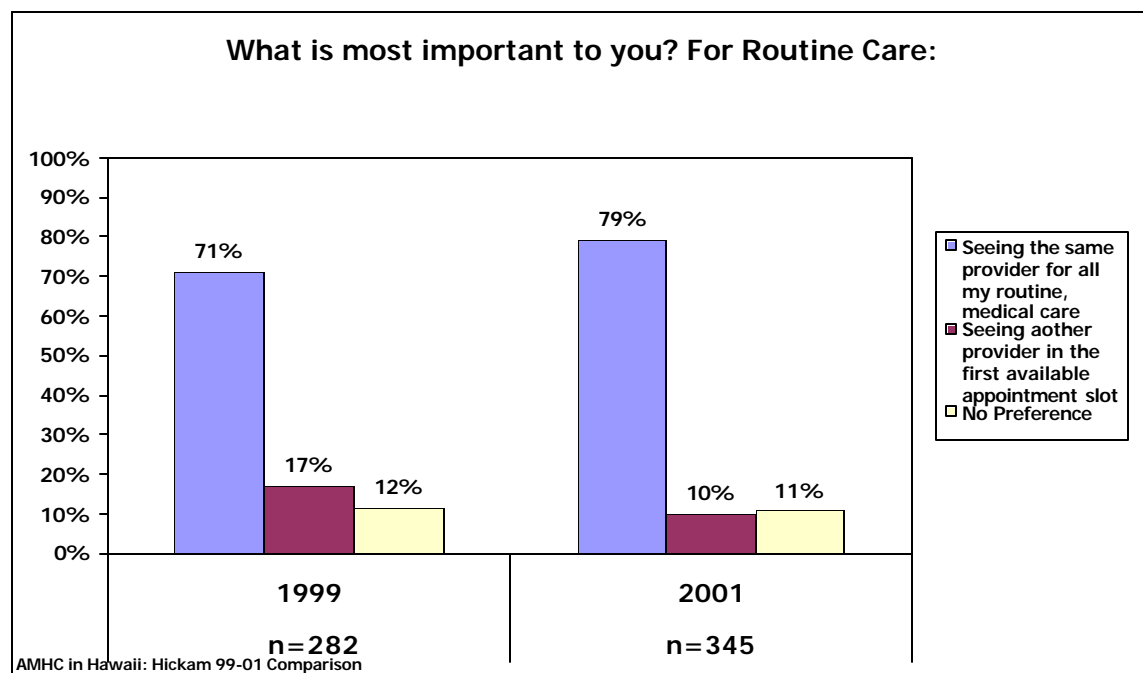


Figure 258

## AMHC in Hawaii: Kaneohe 99-01 Comparison Report

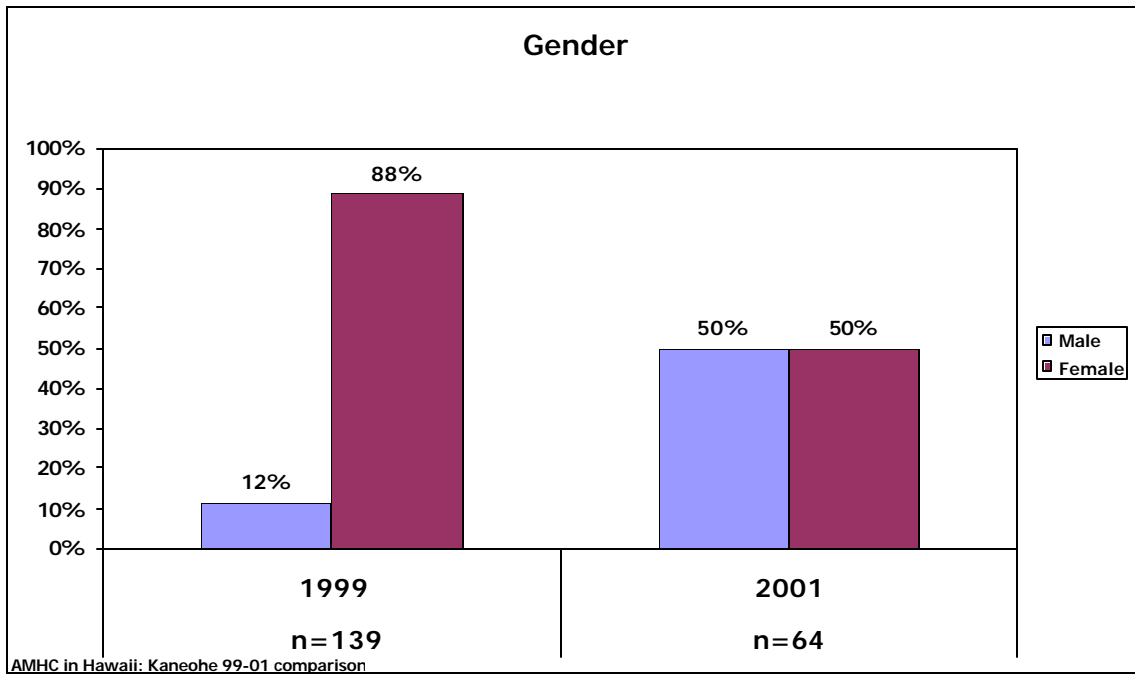


Figure 259

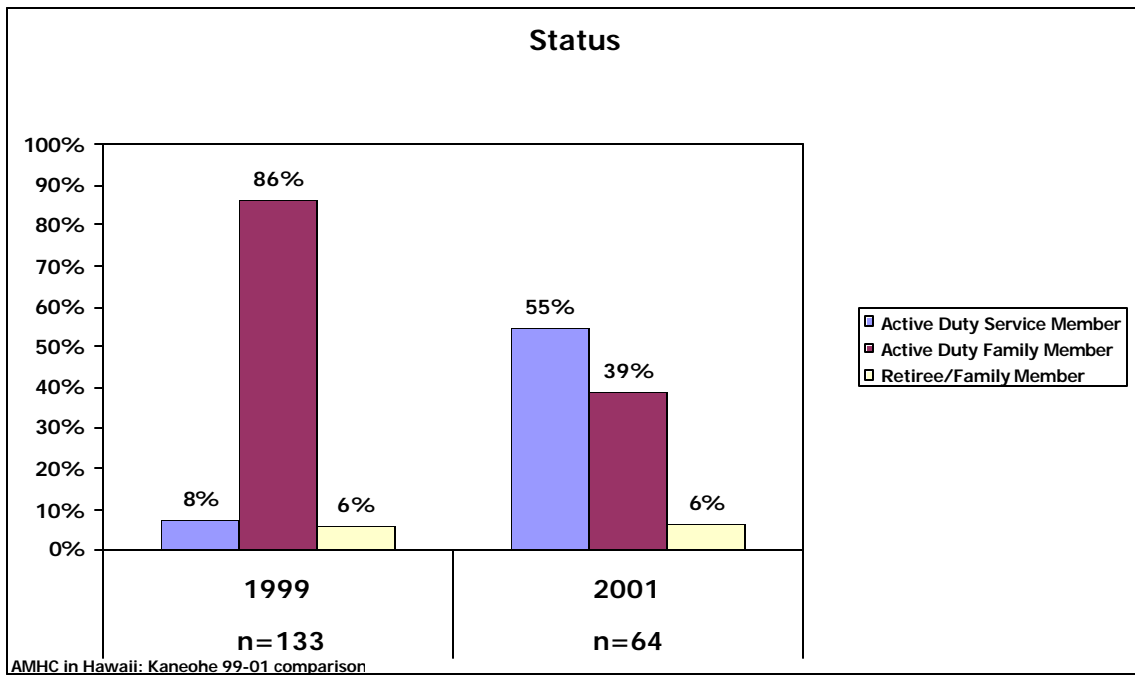
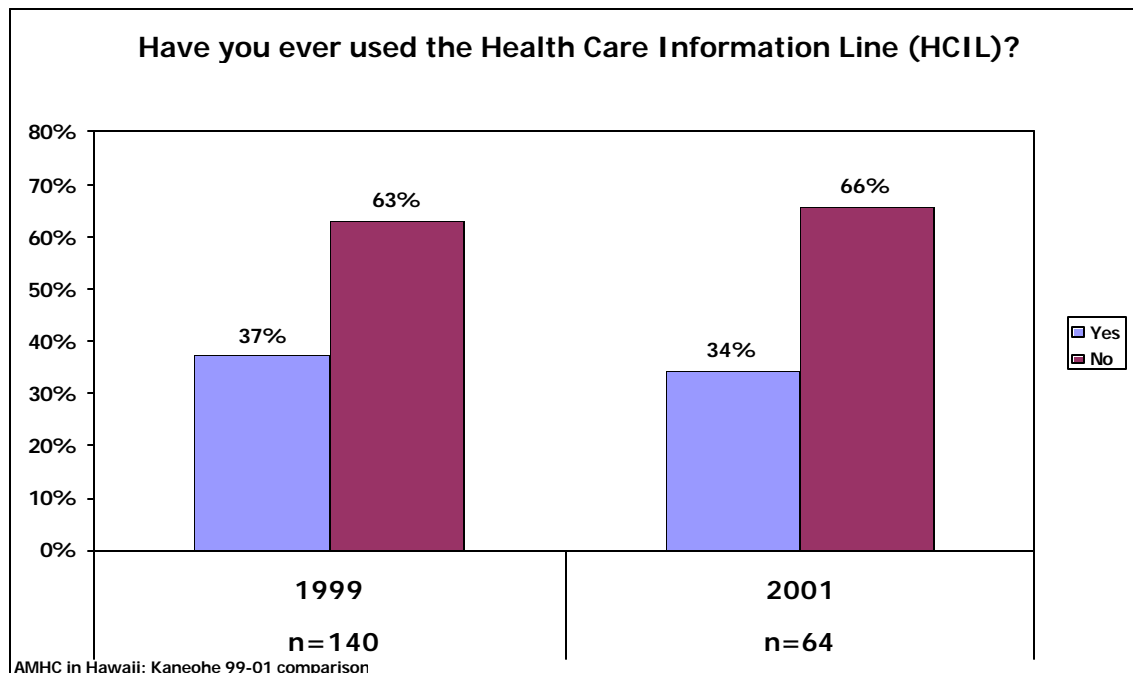
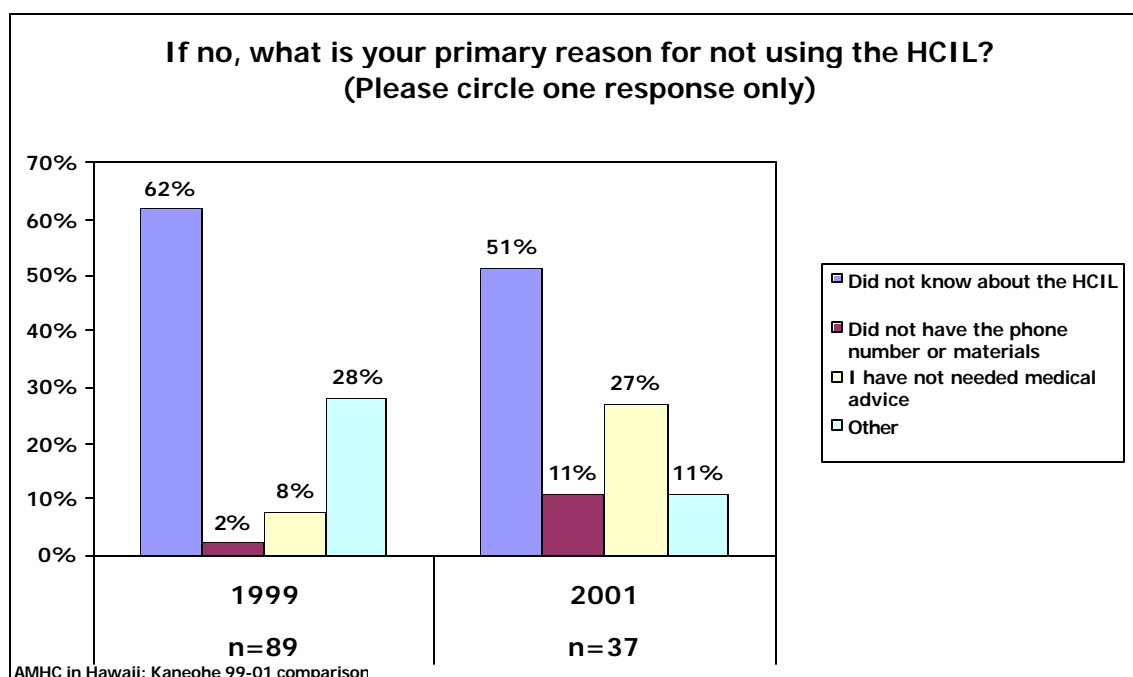


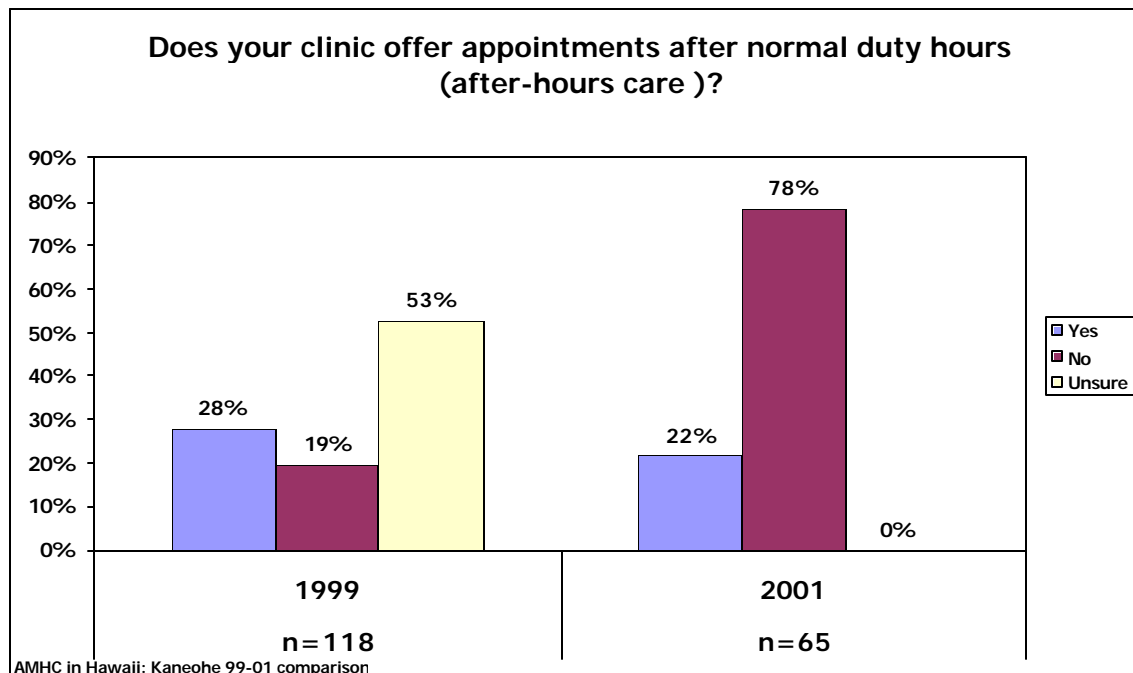
Figure 260



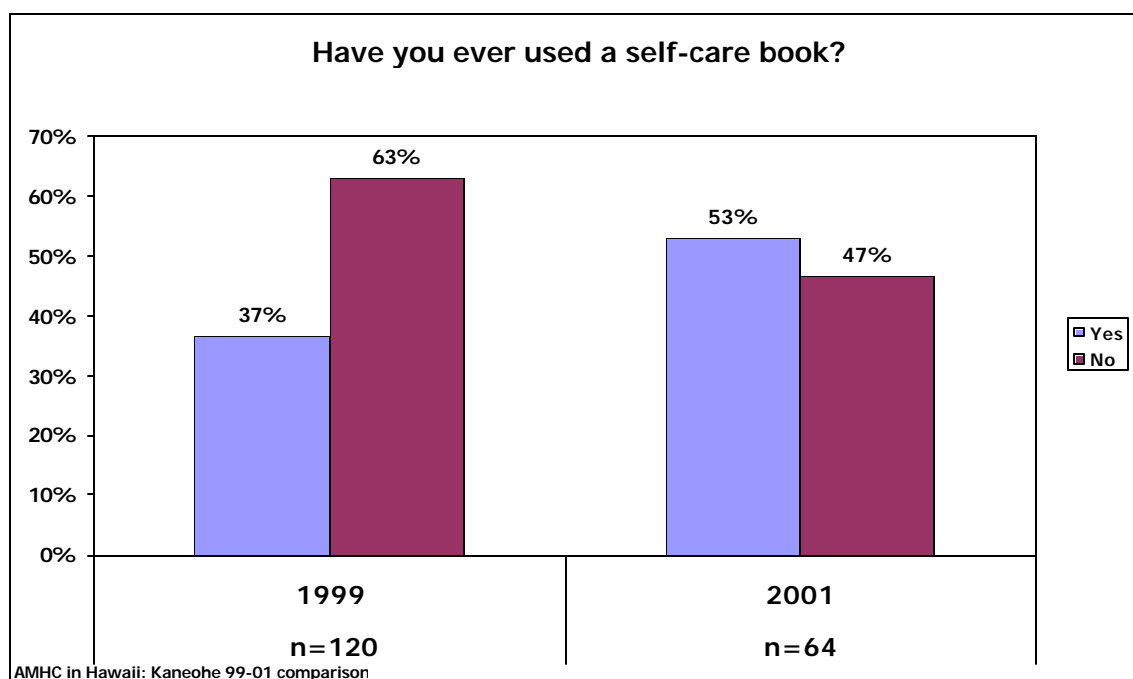
**Figure 261**



**Figure 262**

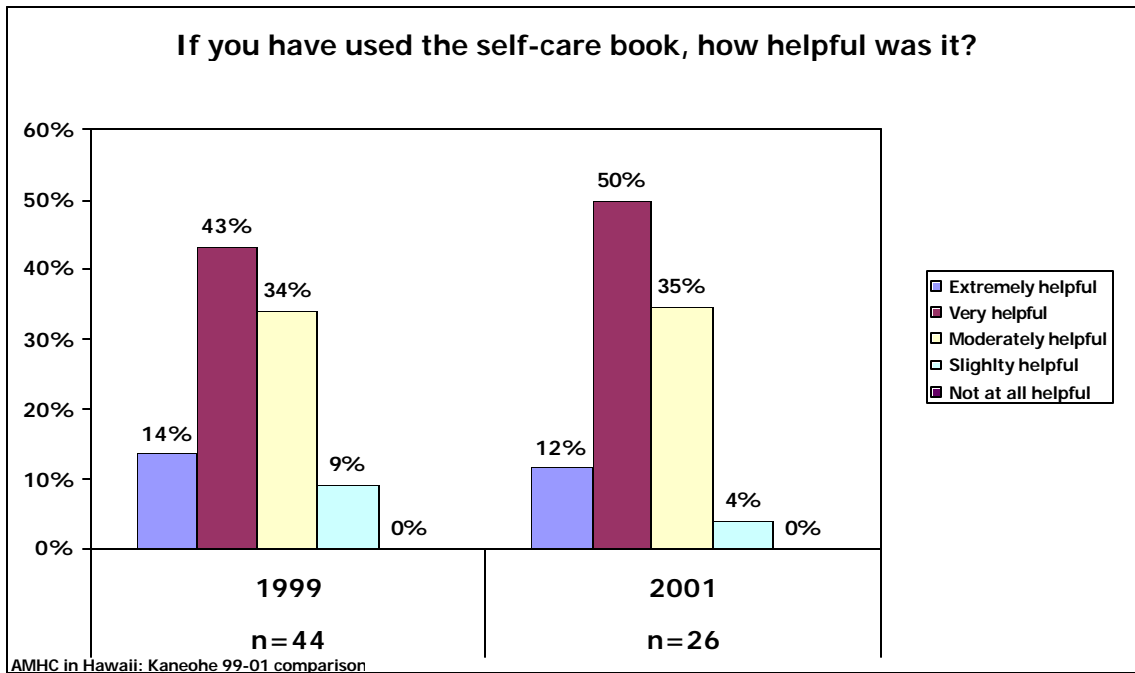


**Figure 263** Note: “unsure” responses may have been unintentionally omitted due to database design

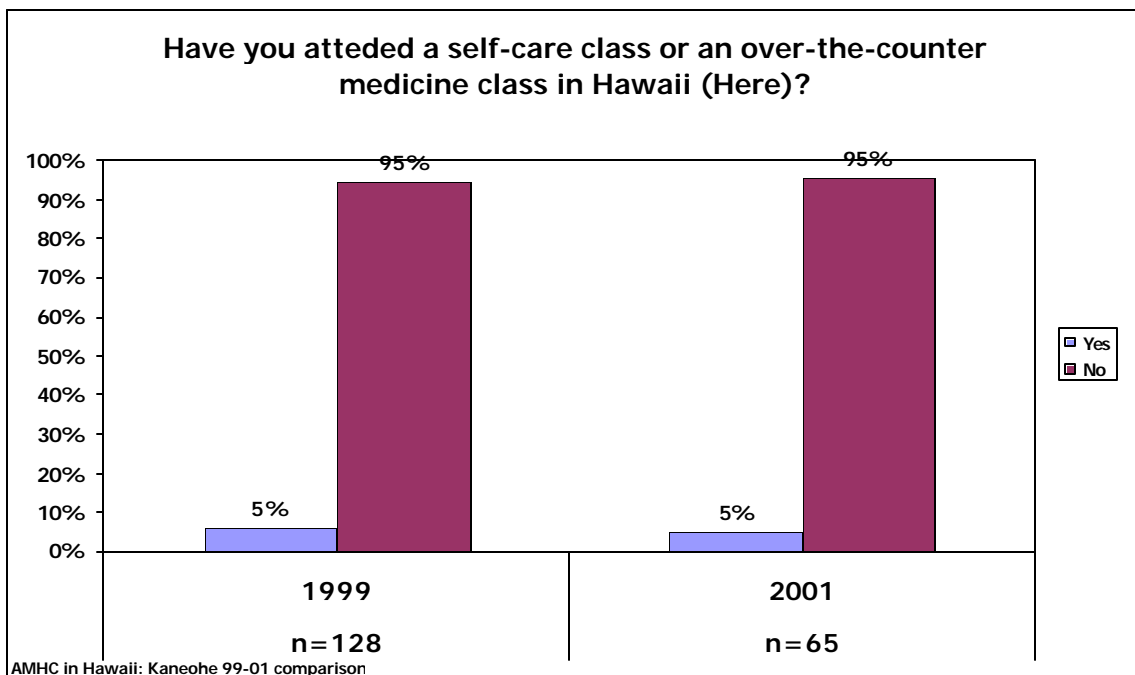


**Figure 264**





**Figure 265**



**Figure 266**

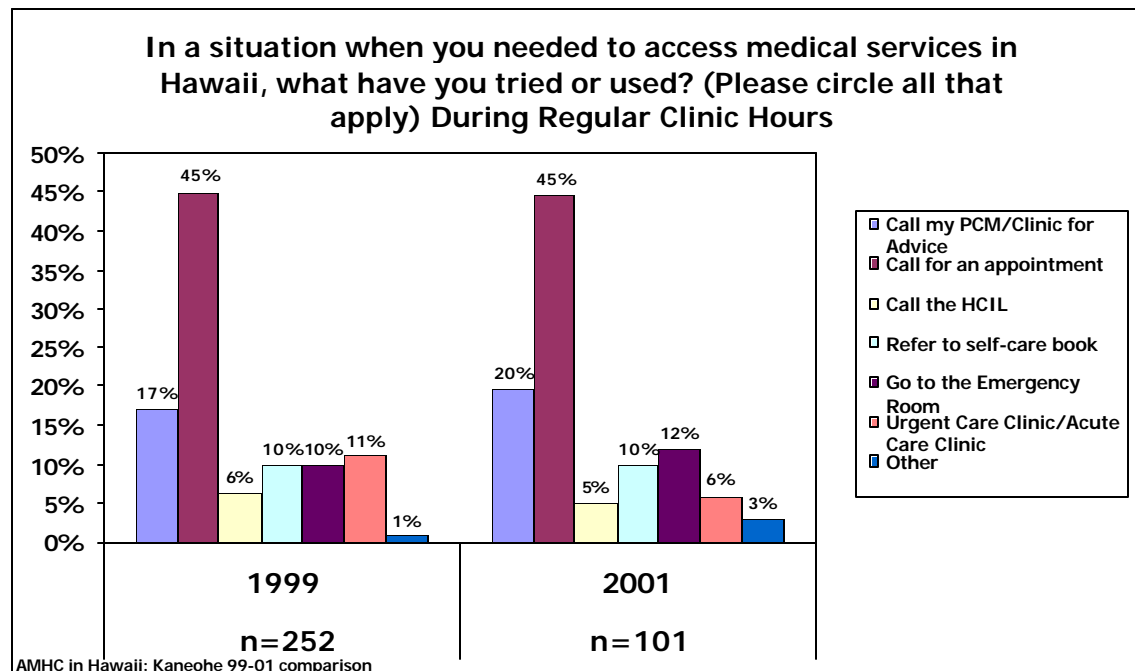


Figure 267

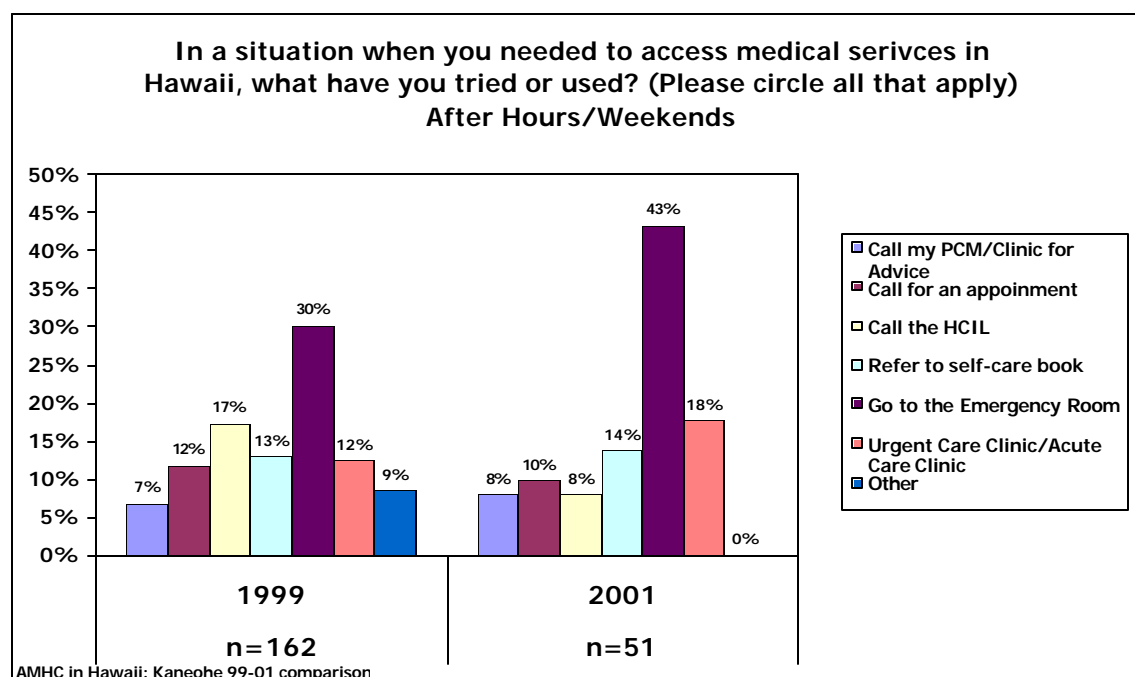
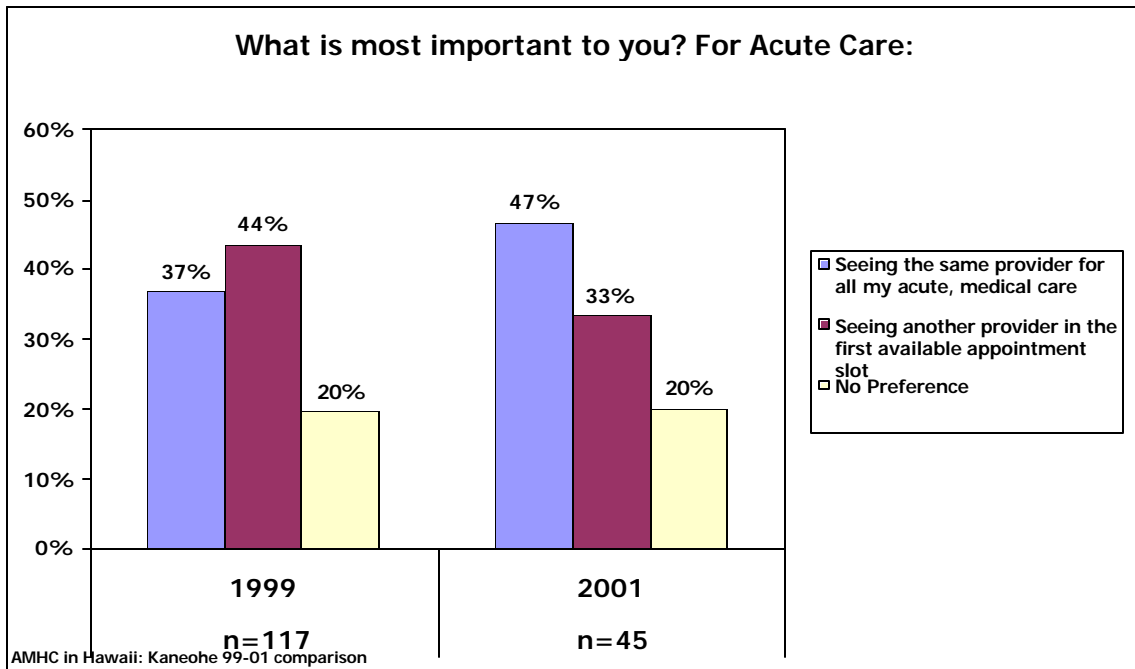
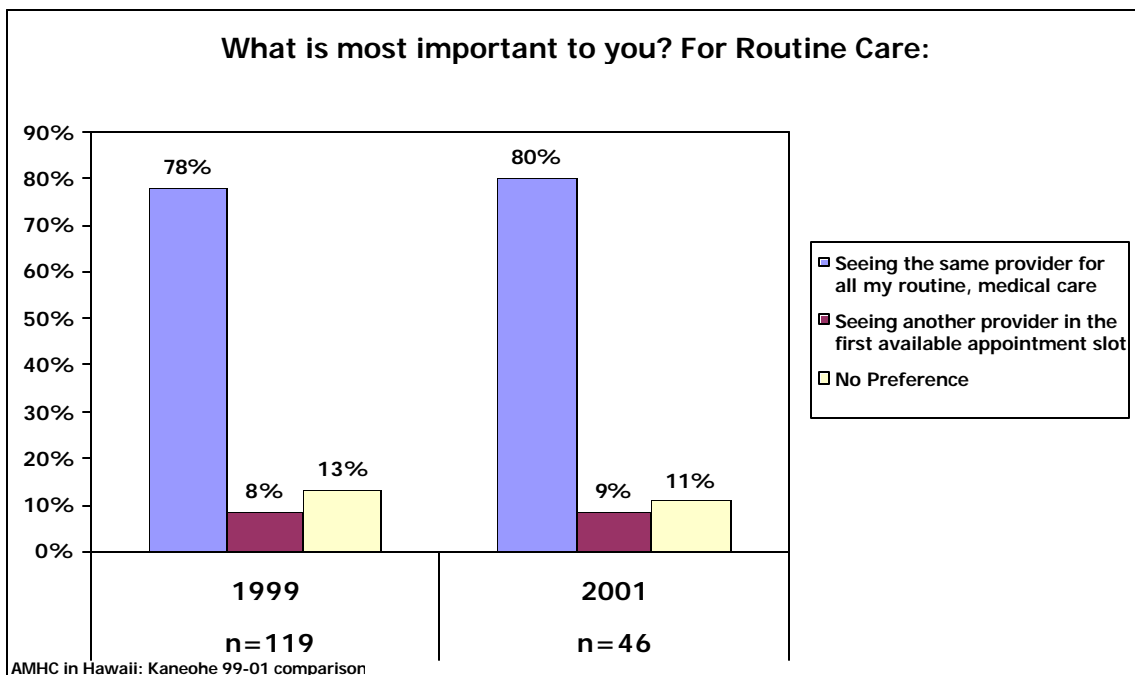


Figure 268



**Figure 269**



**Figure 270**

## AMHC in Hawaii: Schofield 99-01 Comparison Report

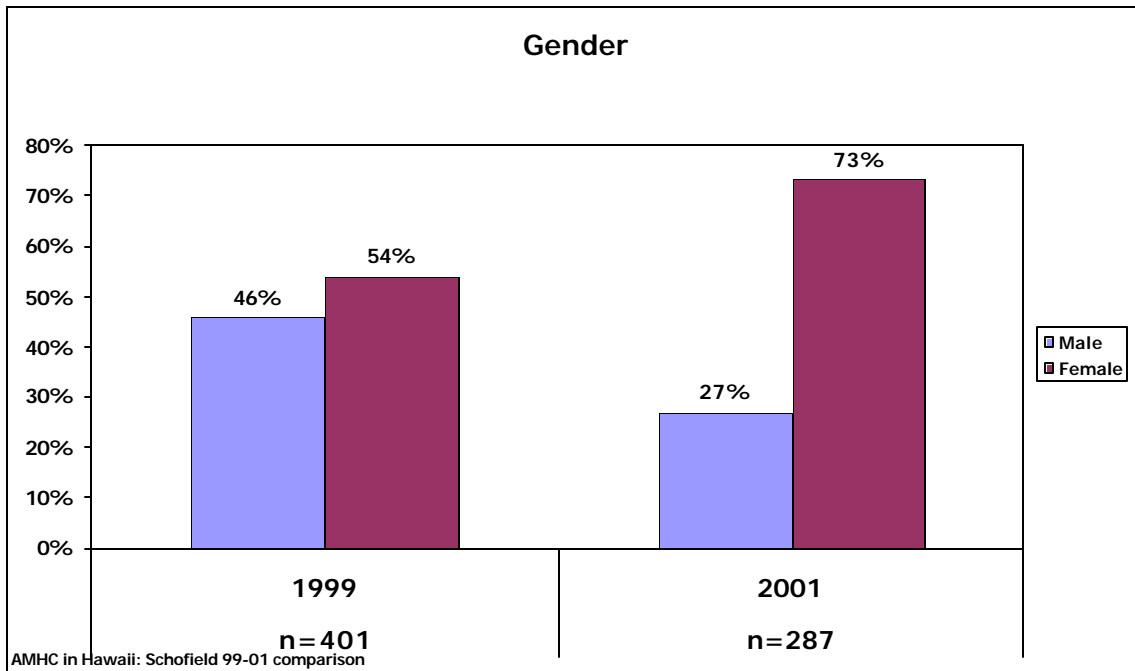


Figure 271

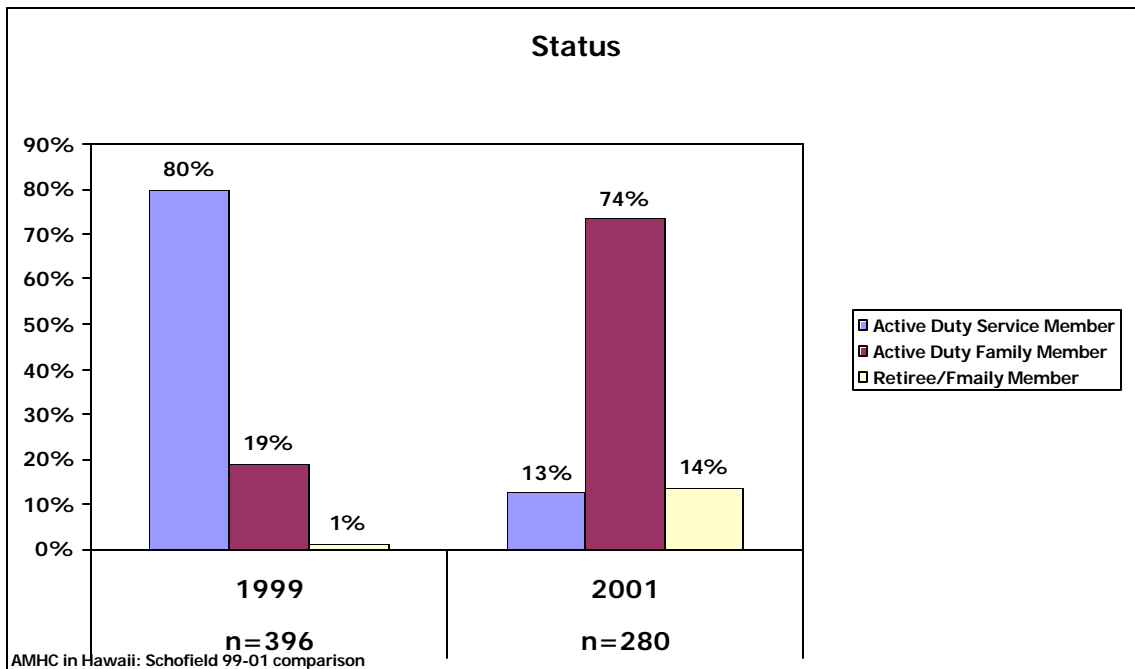
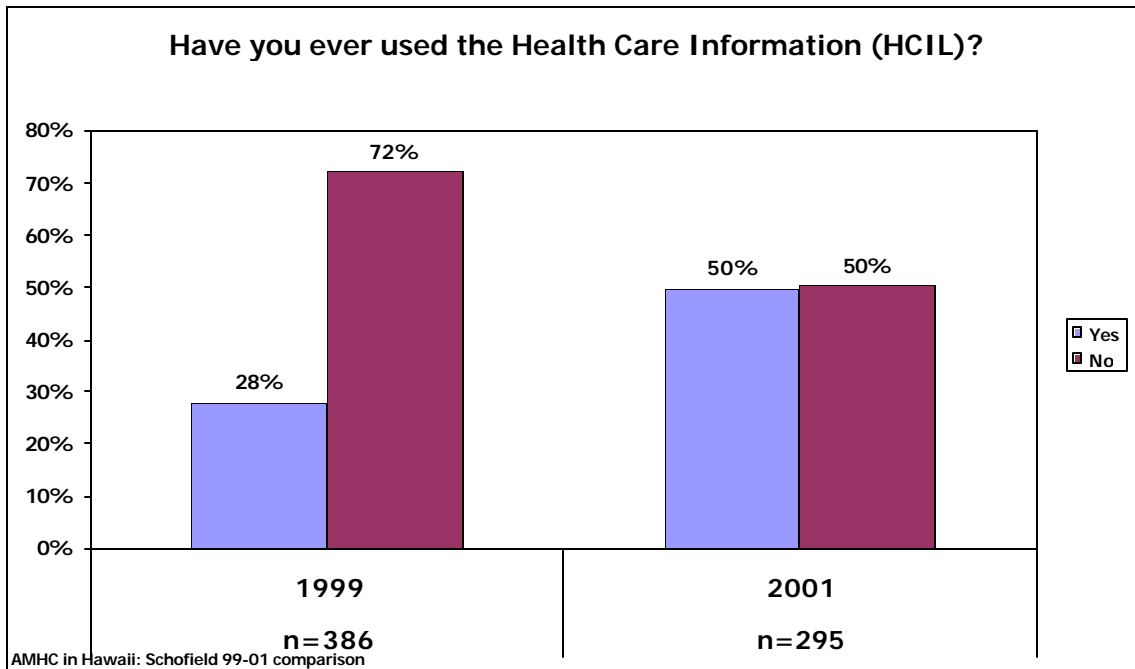
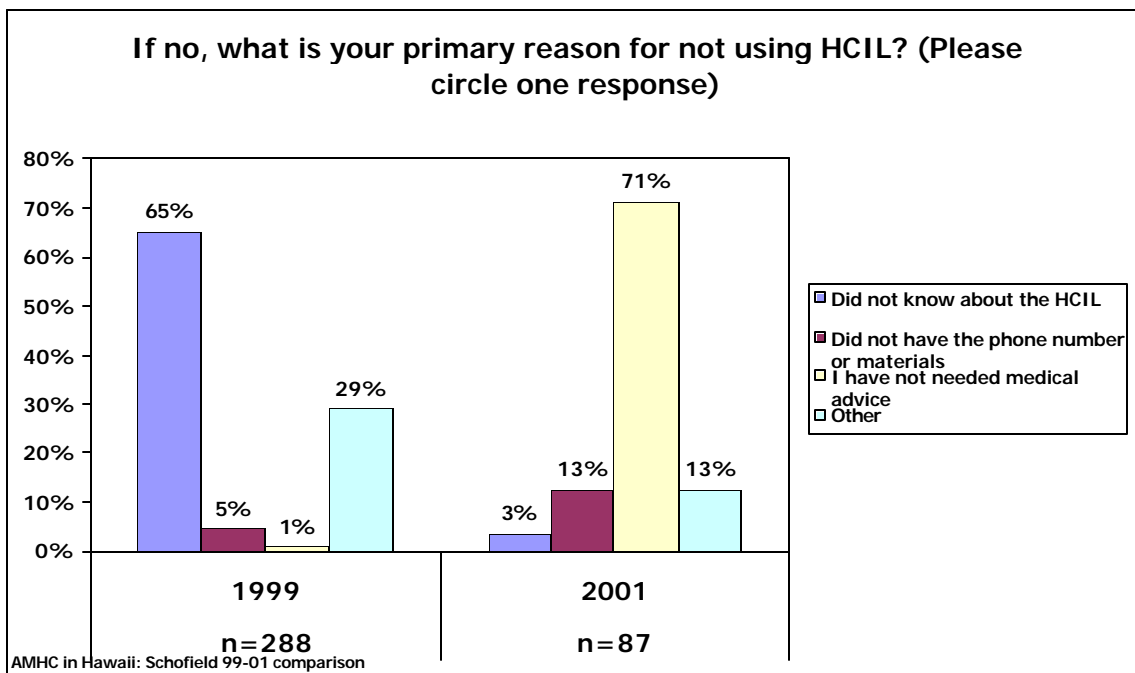


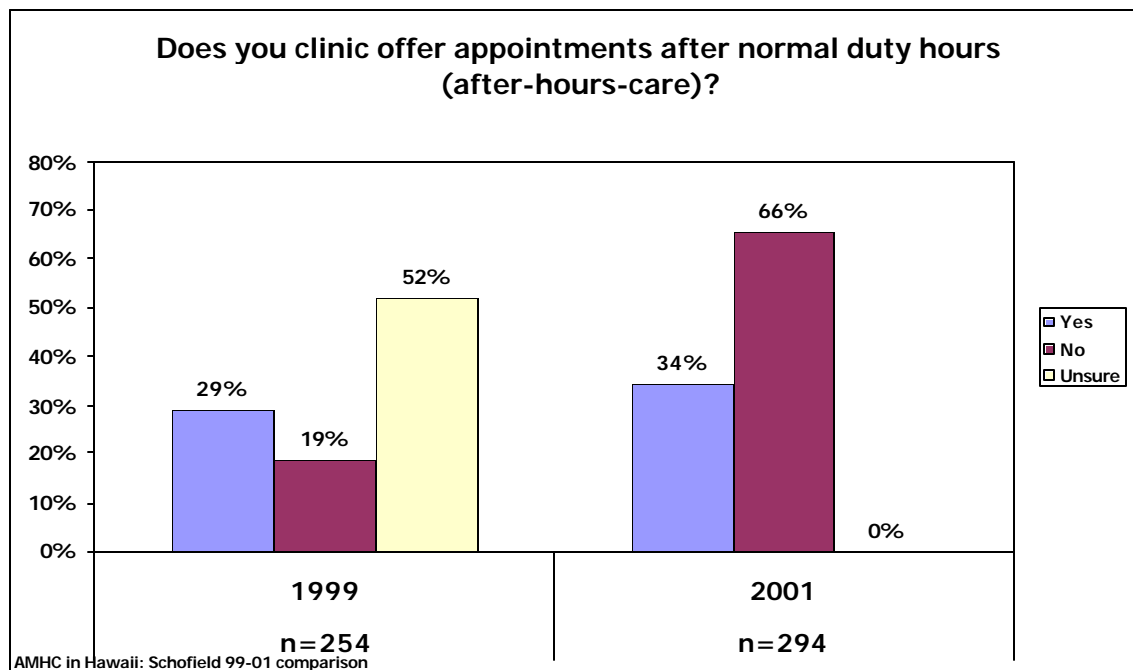
Figure 272



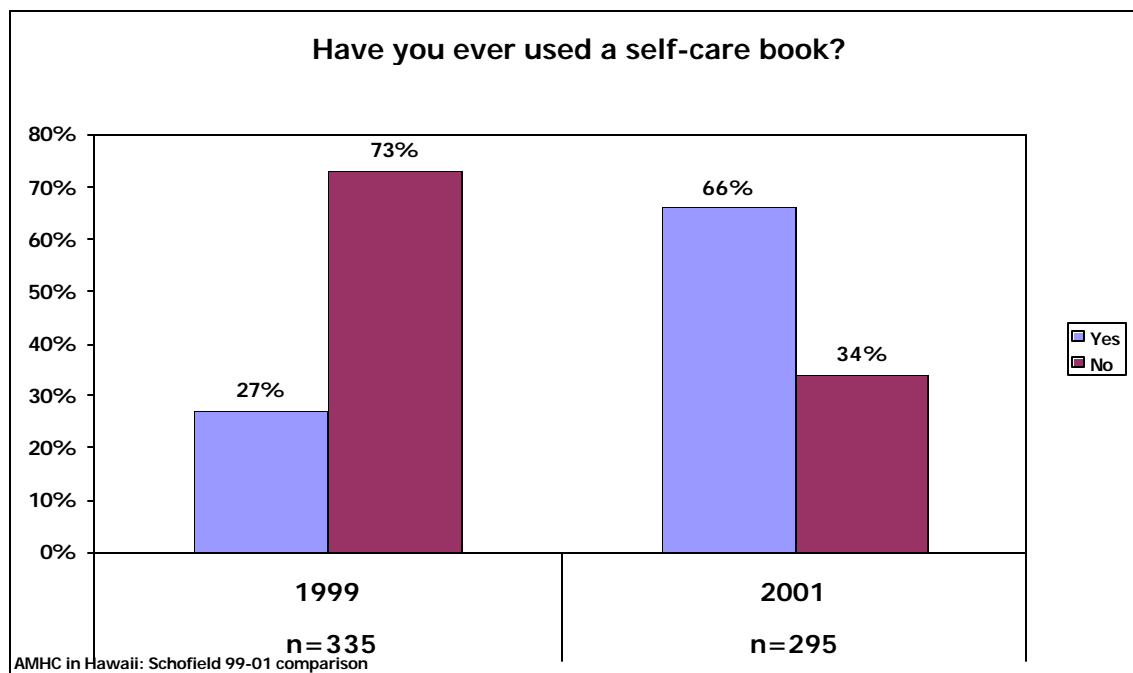
**Figure 273**



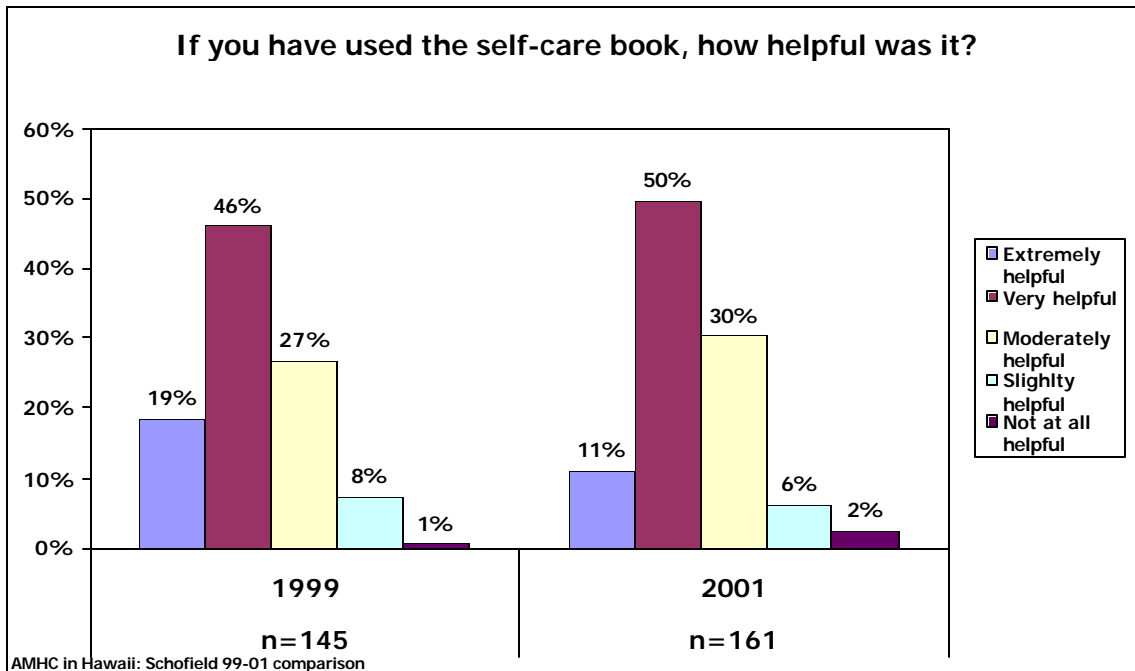
**Figure 274**



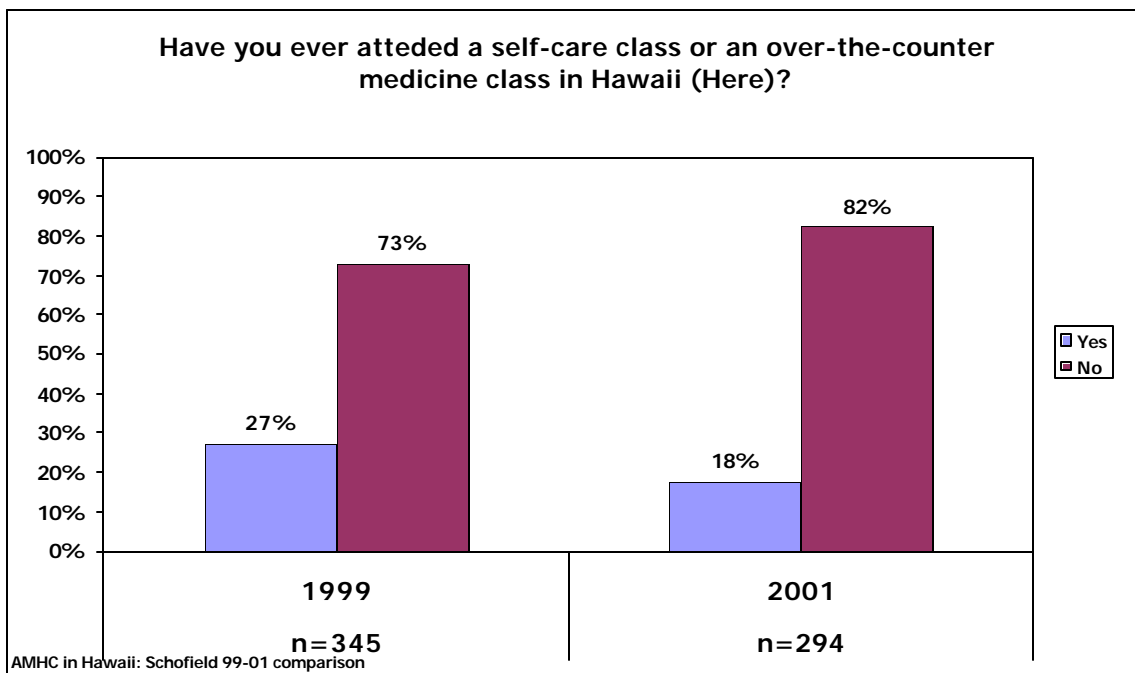
**Figure 275** Note: “unsure” responses may have been unintentionally omitted due to database design



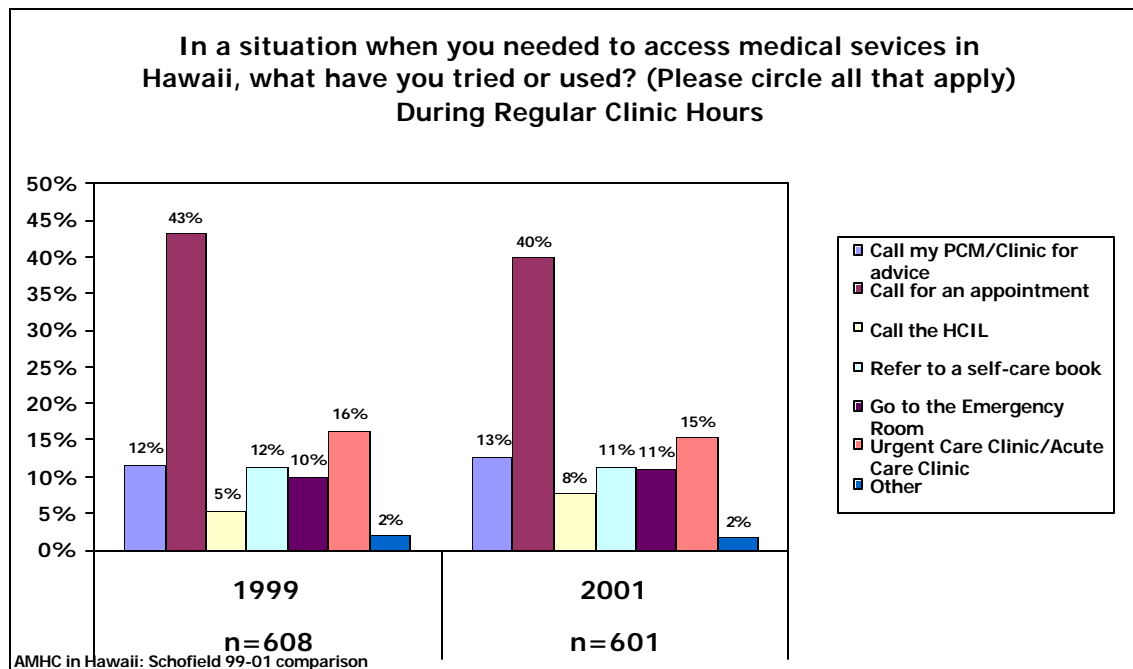
**Figure 276**



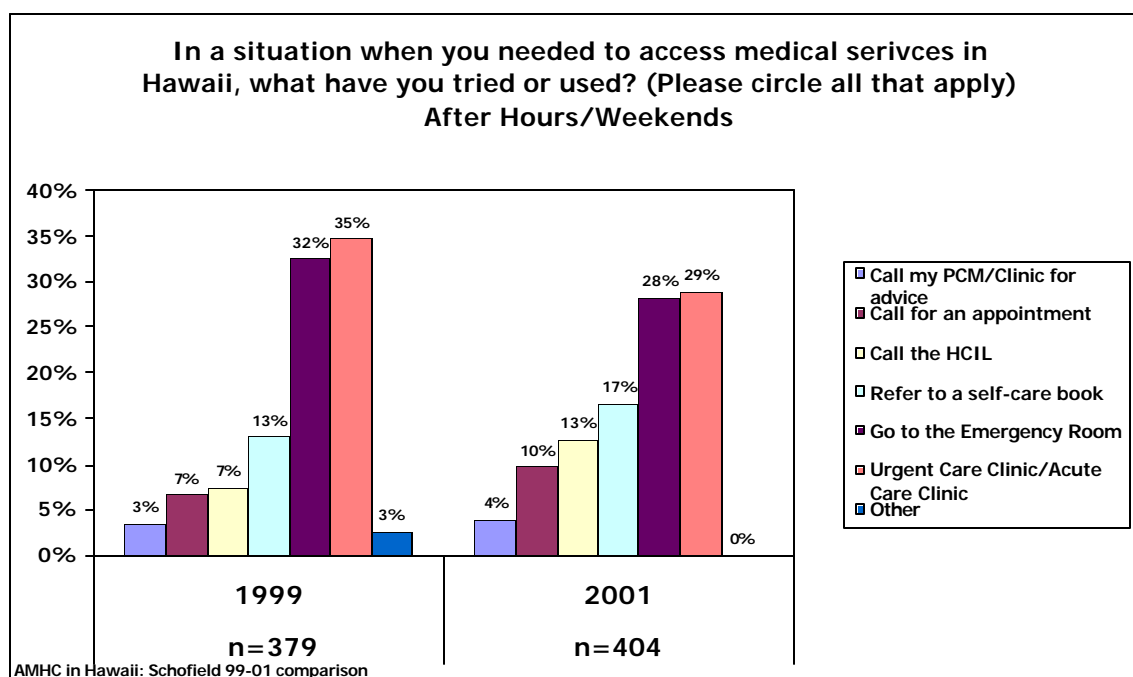
**Figure 277**



**Figure 278**

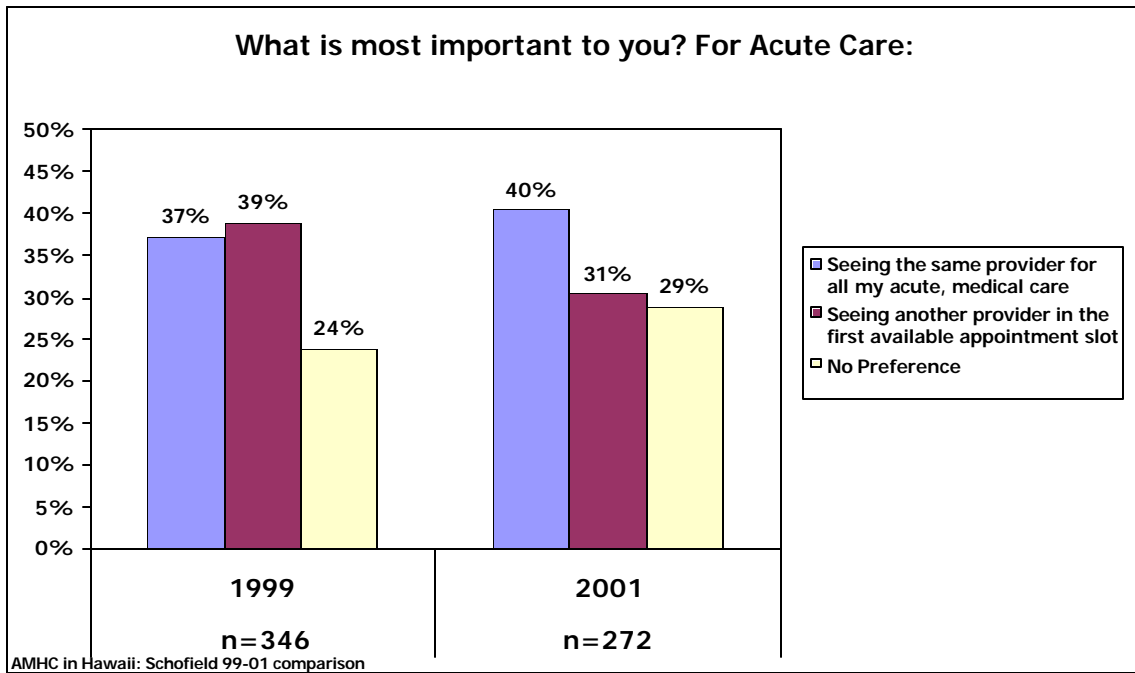


**Figure 279**

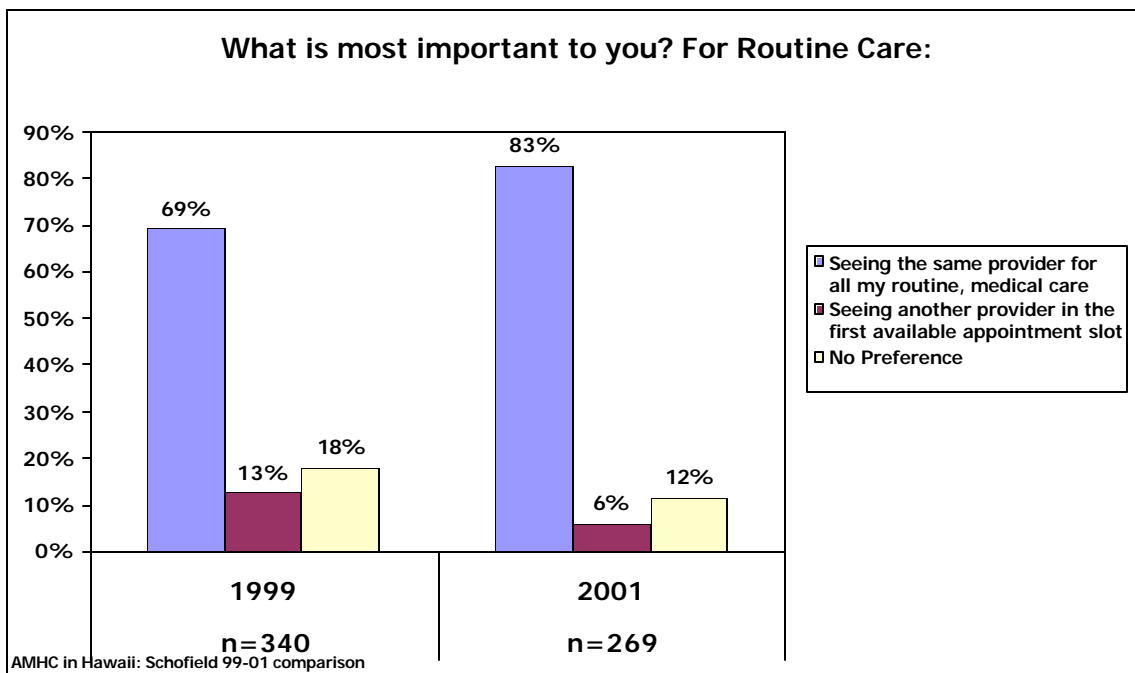


**Figure 280**





**Figure 281**



**Figure 282**

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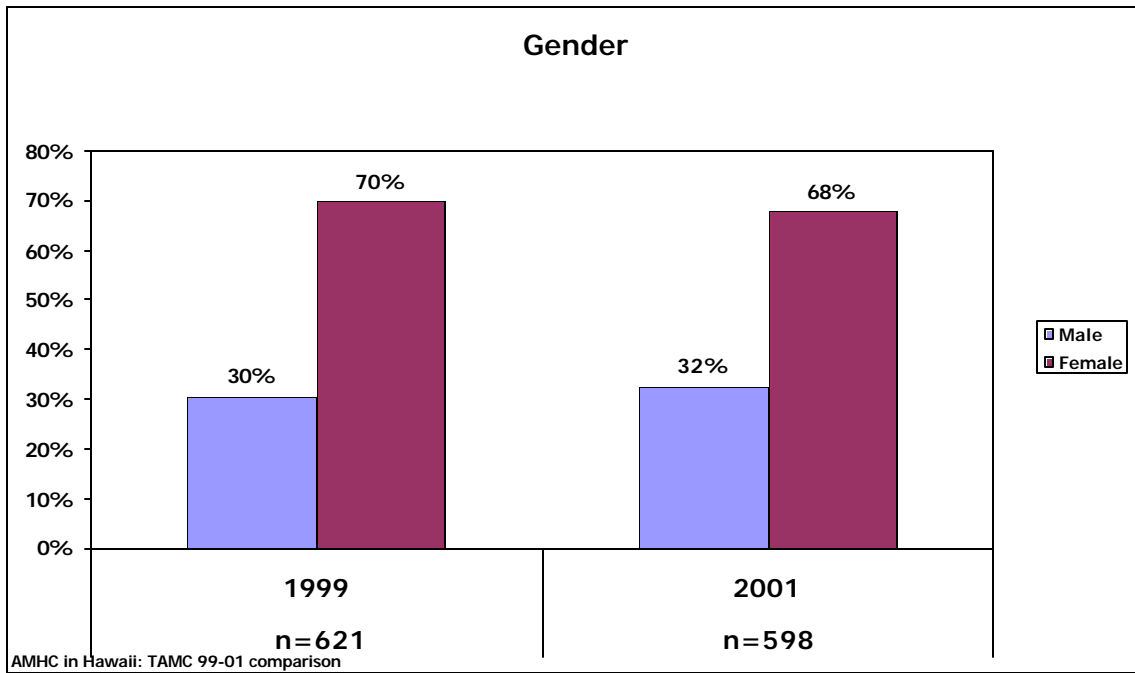


Figure 283

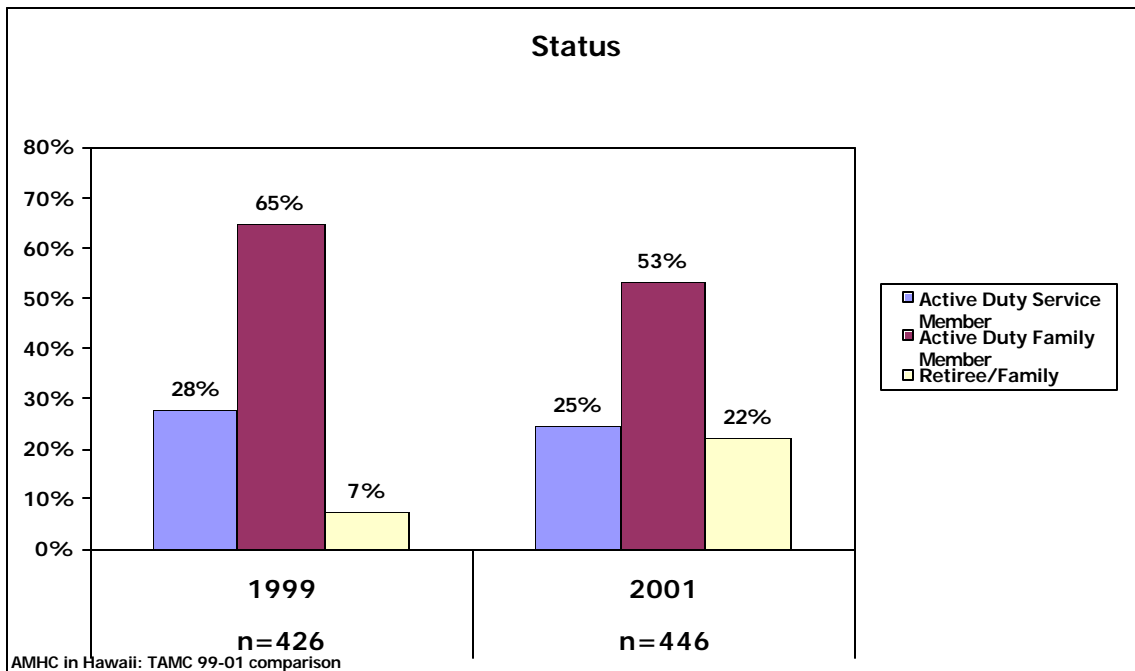
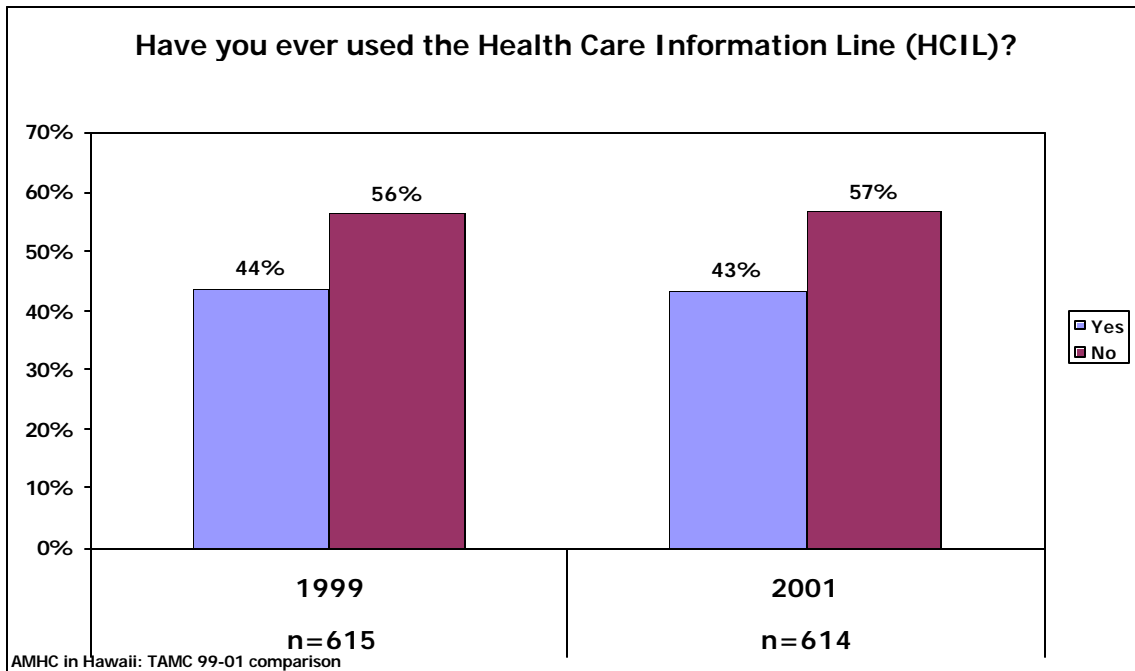
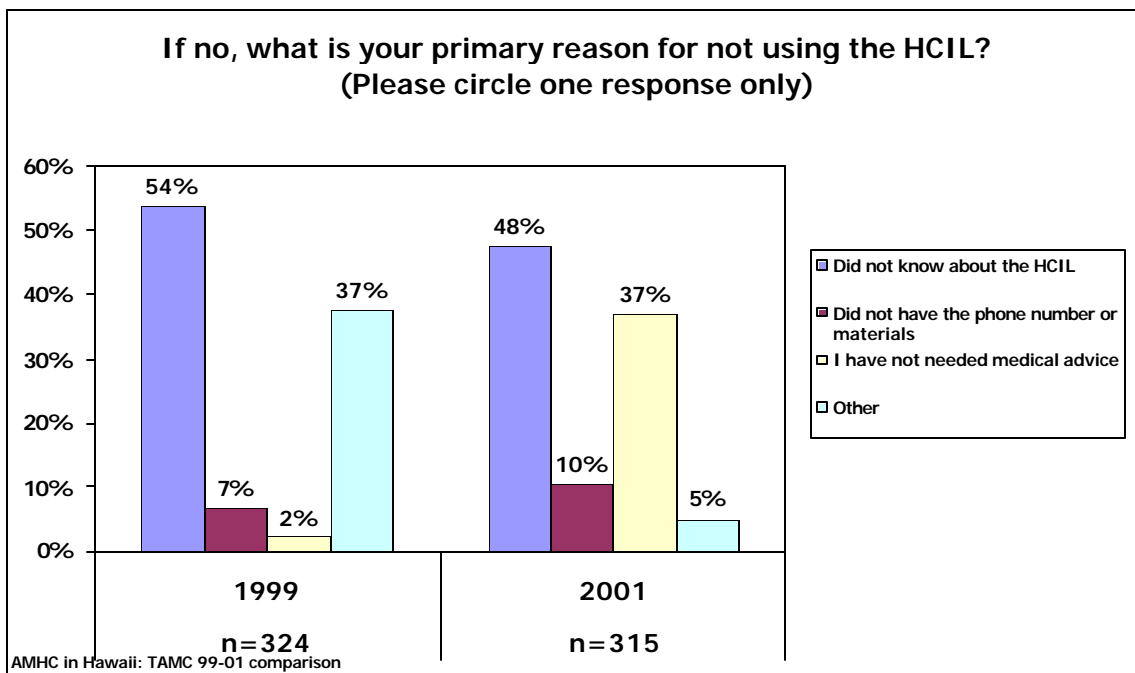


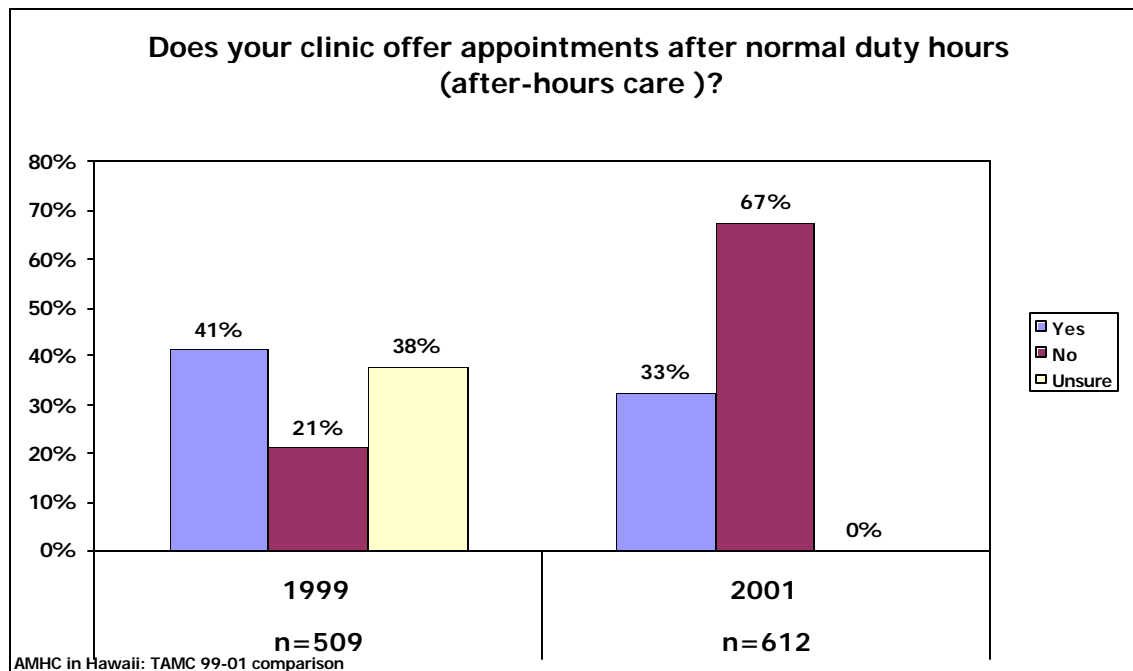
Figure 284



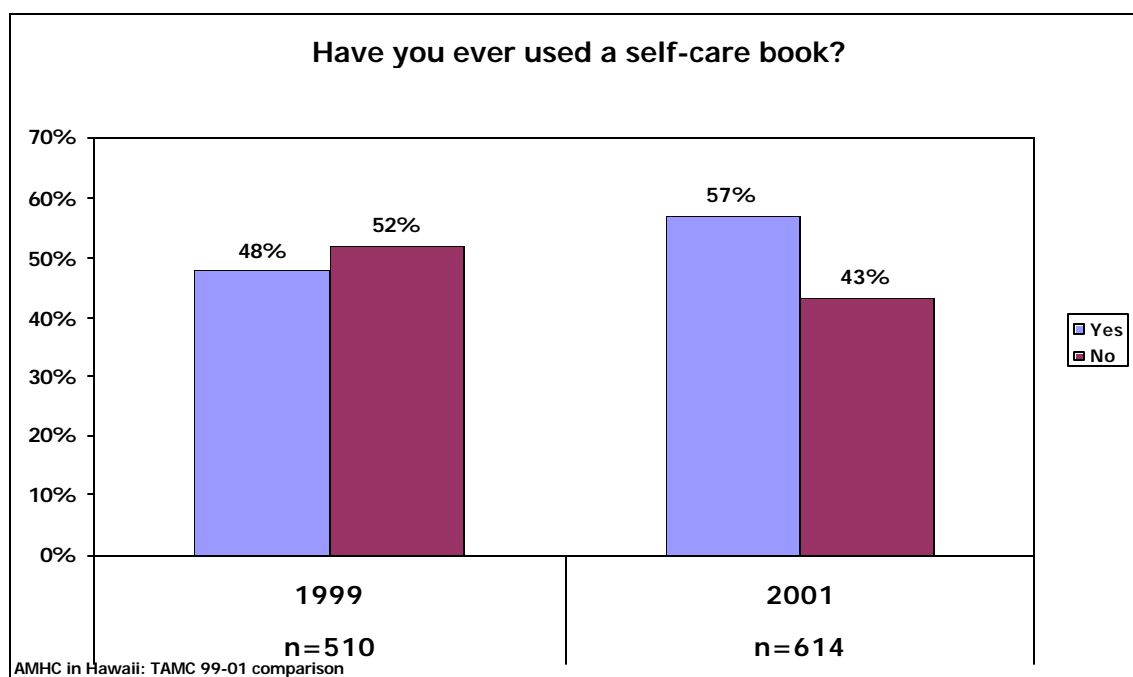
**Figure 285**



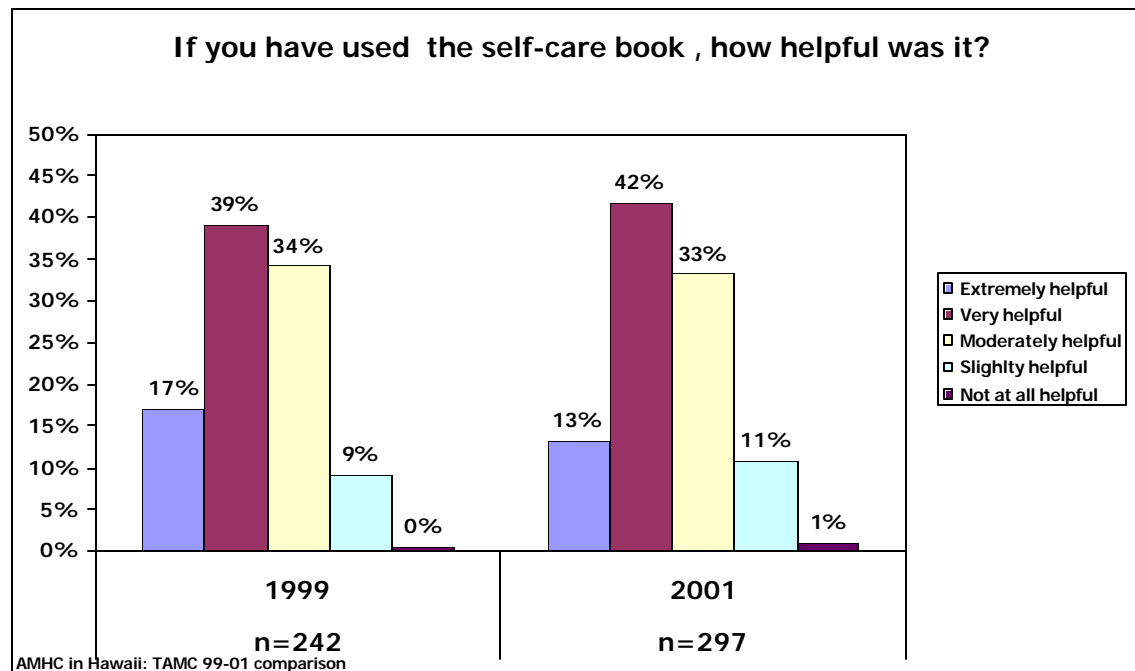
**Figure 286**



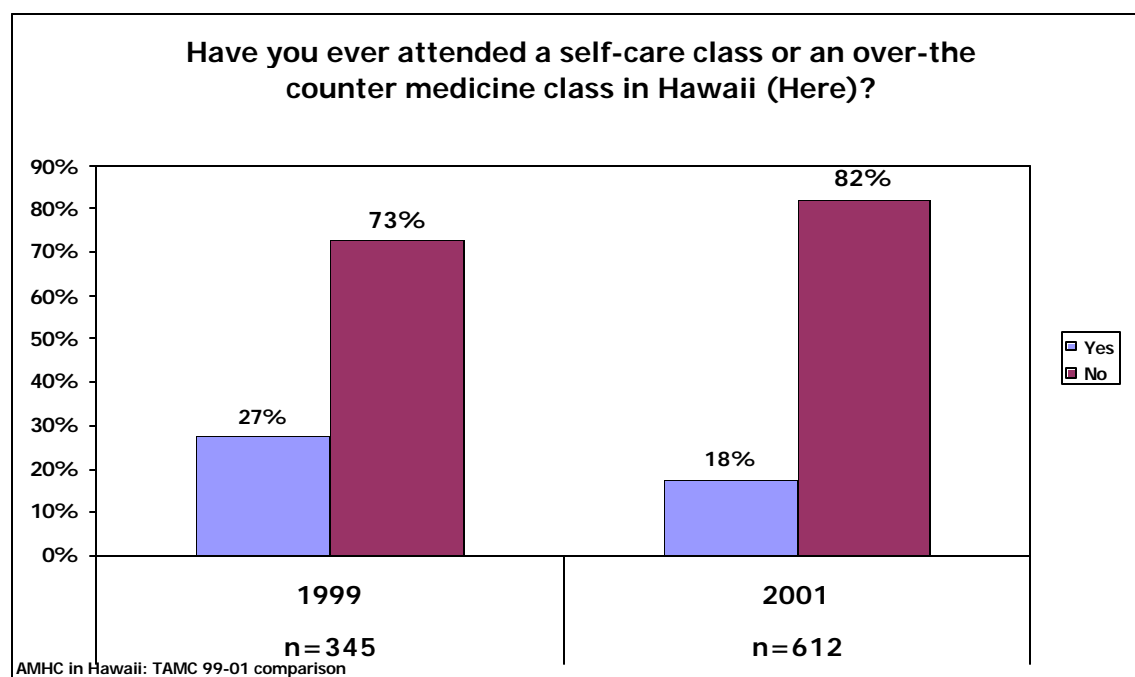
**Figure 287** Note: “unsure” responses may have been unintentionally omitted due to database design



**Figure 288**



**Figure 289**



**Figure 290**

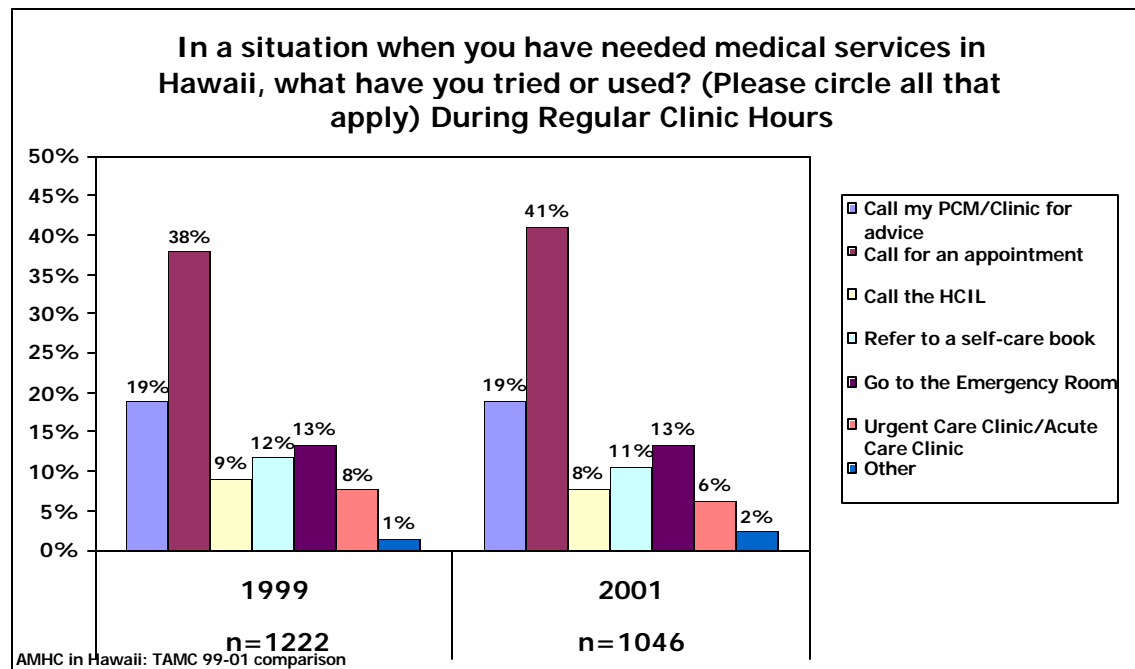


Figure 291

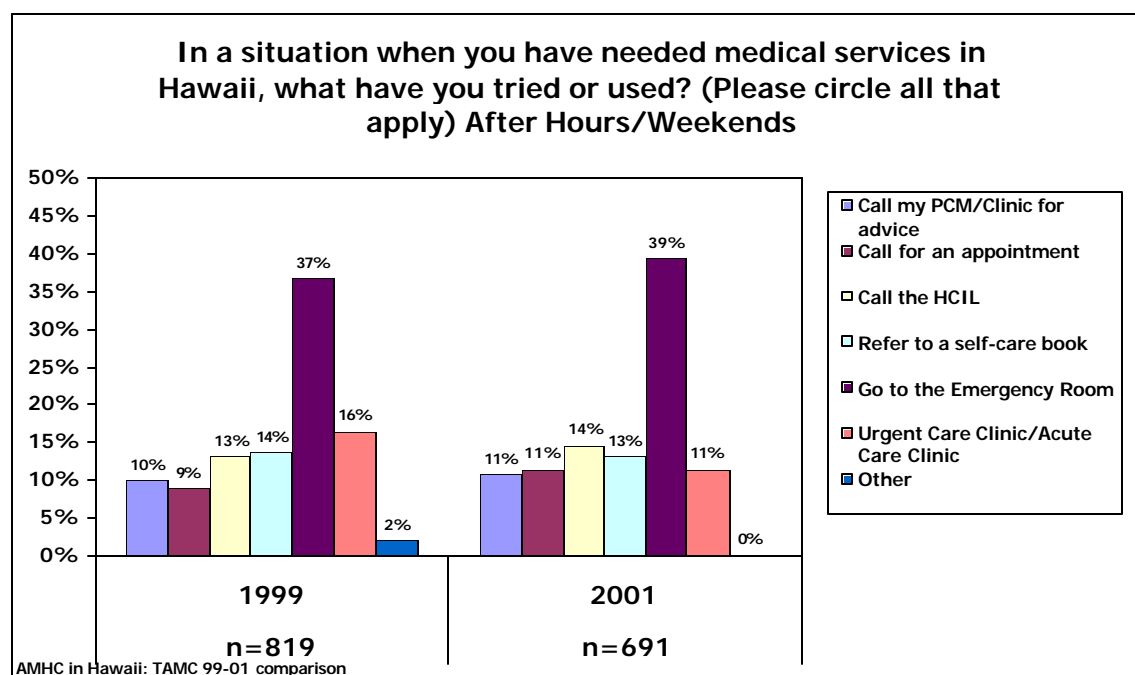
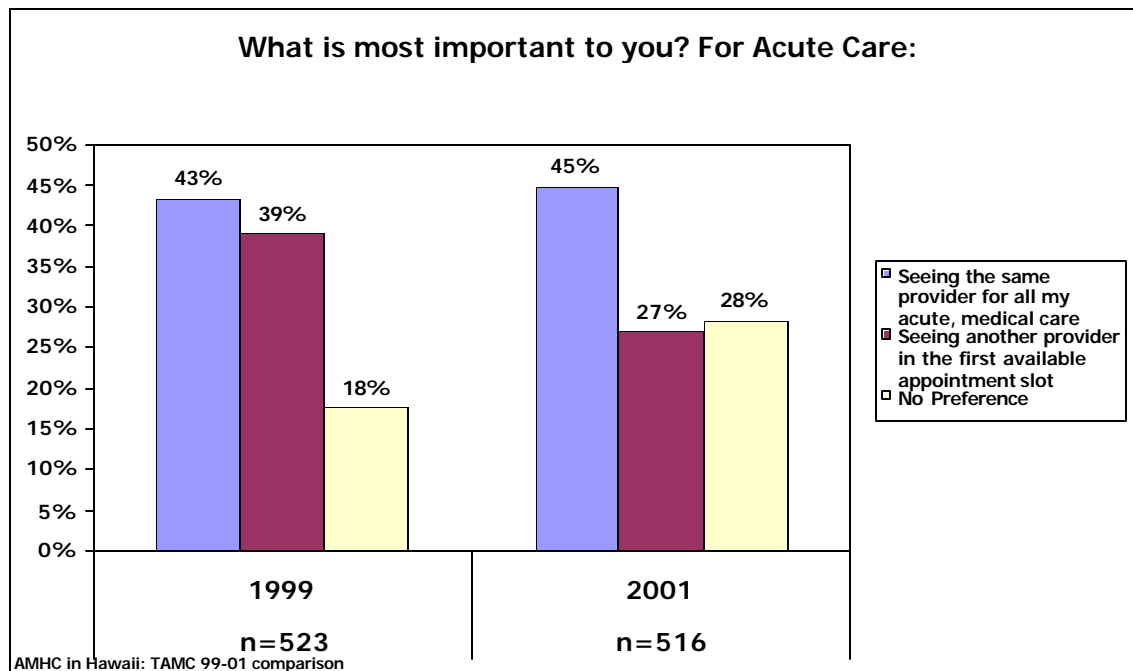
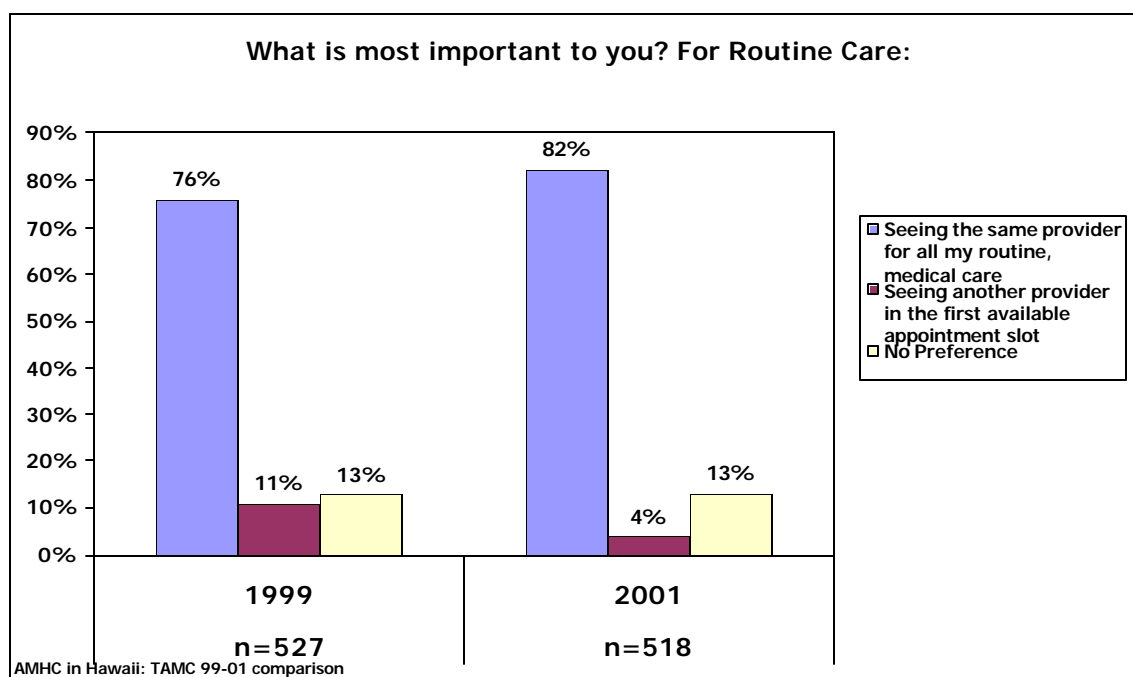


Figure 292



**Figure 293**



**Figure 294**